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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT PULI ALAM CITY (2010)

OCTOBER 2010

This publication was produced for review by the United States Agency for International Development. It was prepared by DAI.

REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

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CONTENTS

CONTENTS	3
RAMP UP EAST BACKGROUND.....	4
PART ONE: EXTERNAL SURVEY PULI ALAM CITY	5
TABLE OF FIGURES.....	6
INTRODUCTION	7
DEMOGRAPHICS	7
OVERVIEW	8
QUALITY OF LIFE	10
EMPLOYMENT.....	11
SERVICES	12
SOLID WASTE.....	13
WATER.....	16
ELECTRICITY.....	17
ROADS, DRAINAGE AND SANITATION	19
GREEN AREAS AND PARKS.....	21
MARKET	22
SERVICE PRIORITIES	24
GOVERNANCE	25
WOMEN IN SOCIETY	31
APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES	32
APPENDIX B: SURVEY METHODOLOGY	60
PART TWO: INTERNAL SURVEY PULI ALAM CITY	63
INDEX OF TABLES	64
PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY	65
METHODOLOGY	66
A. GENERAL INFORMATION	67
B. FINANCIAL MANAGEMENT	70
C. PLANNING AND ECONOMIC DEVELOPMENT	72
D. REVENUE ENHANCEMENT	72
E. PUBLIC WORKS.....	75

RAMP UP EAST BACKGROUND

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mehmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- **CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level:** All activities under CLIN 1 will directly contribute to enhancing the capacity of municipal officials, managers and technicians to perform their core municipal management responsibilities. Based on an empirical understanding of the skills, capabilities, and knowledge of municipal staff, RAMP UP East provides a combination of on-the-job mentorship, training, and advising to enable more visible, responsive, and accountable governance at the municipal level.
- **CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs:** Activities carried out under CLIN 2 support municipalities in delivering visible, tangible, and desirable services to citizens in the form of municipal service delivery projects (Municipal Projects). These projects simultaneously fill two purposes: (1) municipal projects provide citizens with marked improvements in daily life, helping them gain satisfaction with and confidence in their municipal government; and (2) in executing projects hand-in-hand with municipal officials, RAMP UP builds capacity with a clear learning-by-doing approach, solidifying the GIRoA's capacity to sustainably deliver services to citizens in the long term.
- **CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level:** Activities implemented under this CLIN directly support the growth of local economic development and strengthening of revenue generation, and thereby the municipality's ability to finance its service offerings and operating costs. As RAMP UP activities under CLINs 1 and 2 strengthen municipal capacity and service delivery, activities under CLIN 3 use the capacity, service improvements, and infrastructure to facilitate business growth and job creation.

PART ONE: EXTERNAL SURVEY PULI ALAM CITY



October 2010

TABLE OF FIGURES

FIGURE 1: QUALITY OF LIFE IN PULI ALAM.....	10
FIGURE 2: JOB OPPORTUNITIES IN PULI ALAM.....	11
FIGURE 3: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR.....	11
FIGURE 4: HEAD OF HOUSEHOLD EMPLOYMENT STATUS.....	11
FIGURE 5: OVERALL, HOW WELL IS THE CITY PROVIDING THE SERVICES YOU THINK THEY SHOULD PROVIDE?	12
FIGURE 6: TRASH DISPOSAL METHOD.....	13
FIGURE 7: SATISFACTION WITH TRASH DISPOSAL METHOD	13
FIGURE 8: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY	14
FIGURE 9: WHO DO YOU PAY FOR TRASH SERVICE?.....	14
FIGURE 10: IF YOU PAY FOR TRASH SERVICE, HOW MUCH DO YOU PAY PER MONTH?	14
FIGURE 11: QUALITY OF CITY TRASH SERVICES	15
FIGURE 12: DRINKING WATER SOURCES	16
FIGURE 13: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE	16
FIGURE 14: WHO DO YOU PAY FOR WATER SERVICE?	16
FIGURE 15: ELECTRICITY SOURCES	17
FIGURE 16: WHO DO YOU PAY FOR ELECTRICITY SERVICE?	17
FIGURE 17: IF YOU PAY FOR ELECTRICITY SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	17
FIGURE 18: QUALITY OF CITY ELECTRICITY SERVICES.....	18
FIGURE 19: TYPE OF TOILET IN HOME	19
FIGURE 20: TYPE OF DRAINAGE FOR WASTE WATER	19
FIGURE 21: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES	19
FIGURE 22: QUALITY OF CITY ROADS AND ROAD SERVICES	20
FIGURE 23: AVAILABILITY OF CITY PARKS	21
FIGURE 24: QUALITY OF CITY PARKS	21
FIGURE 25: QUALITY OF CITY MARKET	22
FIGURE 26: FAMILY CAN AFFORD FOOD AT THE MARKET	23
FIGURE 27: MUNICIPAL SERVICE PRIORITIES	24
FIGURE 28: IF YOU HAVE A PROBLEM WITH SOMETHING RELATED TO THE CITY, WHO WOULD YOU CONTACT?	25
FIGURE 29: WHO IS YOUR MAYOR?	25
FIGURE 30: CONTACT WITH CITY GOVERNMENT.....	26
FIGURE 31: IF YOU ASKED YOUR MUNICIPAL GOVERNMENT TO FIX YOUR STREET, WHAT DO YOU THINK WOULD HAPPEN?	26
FIGURE 32: HOW OFTEN DO YOU THINK LOCAL GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU?	27
FIGURE 33: HOW MUCH INFLUENCE DO YOU THINK SOMEONE LIKE YOU CAN HAVE OVER GOVERNMENT DECISIONS?	27
FIGURE 34: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE IN YOUR CITY?.....	28
FIGURE 35: LEVEL OF CORRUPTION.....	28
FIGURE 36: CHANGE IN LEVEL OF CORRUPTION IN LAST YEAR	29
FIGURE 37: WHEN YOU WERE IN CONTACT WITH GOVERNMENT OFFICIALS IN THE PAST YEAR, HAVE YOU HAD TO GIVE CASH, A GIFT OR PERFORM A FAVOR FOR AN OFFICIAL?	30
FIGURE 38: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS	31
FIGURE 39: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION	31
FIGURE 40: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN GOVERNMENT	31

INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Razi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

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- CLIN 1 ~ Capacity Building of the GIRA officials at the municipal level.
- CLIN 2 ~ Support to the GIRA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services.

This report outlines the results for the baseline survey conducted in Puli Alam. In-person interviews were conducted with 200 residents from August 15, 2010 to August 31, 2010.

DEMOGRAPHICS

Enumerators visited 200 houses in Puli Alam and interviewed one representative in each home. Of those interviewed, 97% were men, 85% were married and 36% had a high school or university education, while 32% had never attended school. Respondents spanned a wide age range, 35% were 30 years old or younger, 23% were 31 to 40 and 42% were over 40. There was a close to even split of larger and smaller households; 55% had 10 or fewer people and 45% had more than 10 people. Most households (69%) owned their homes and had a Qabala or other way of proving their tenure.

OVERVIEW

Just over half the residents rated the quality of life in Puli Alam as excellent or good. While many heads of households were not employed (17%) or employed part time (10%), many residents thought that employment opportunities had increased in the past year.

The job their city government was doing providing services was rated as very good (68%) or somewhat good (29%) by most residents.

- Puli Alam residents generally disposed of trash in the street, in their yard or in a public container and they were very dissatisfied with these methods. Trash services received poor ratings from about 9 in 10 residents.
- Most residents got their drinking water from wells, but their electricity came from government power stations or generators. Customers were satisfied with the frequency and quality of supply (the consistency and power of transmission), but rated the price unfavorably.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. The condition of larger drainage canals and the services to clean, repair and construct the ditches were generally rated excellent, good or fair, but many thought drainage ditches near their homes were in poor condition.
- Highways and main city roads were generally in better condition than neighborhood streets. About half the residents thought their neighborhood streets were in poor condition, but one-third rated theirs as excellent. Road services (repair and construction) were rated as excellent or good by half the respondents and poor by one-quarter.
- Most residents had no access to a nearby park but some had access to parks further away.
- When asked to prioritize services, the top three priorities for residents were supplying clean drinking water, providing electricity and providing a new dump site for trash disposal.

Most residents (84%) knew who their mayor was and half had contacted the municipality to request a service or get help with a problem. Residents were divided in how confident they were in their government.

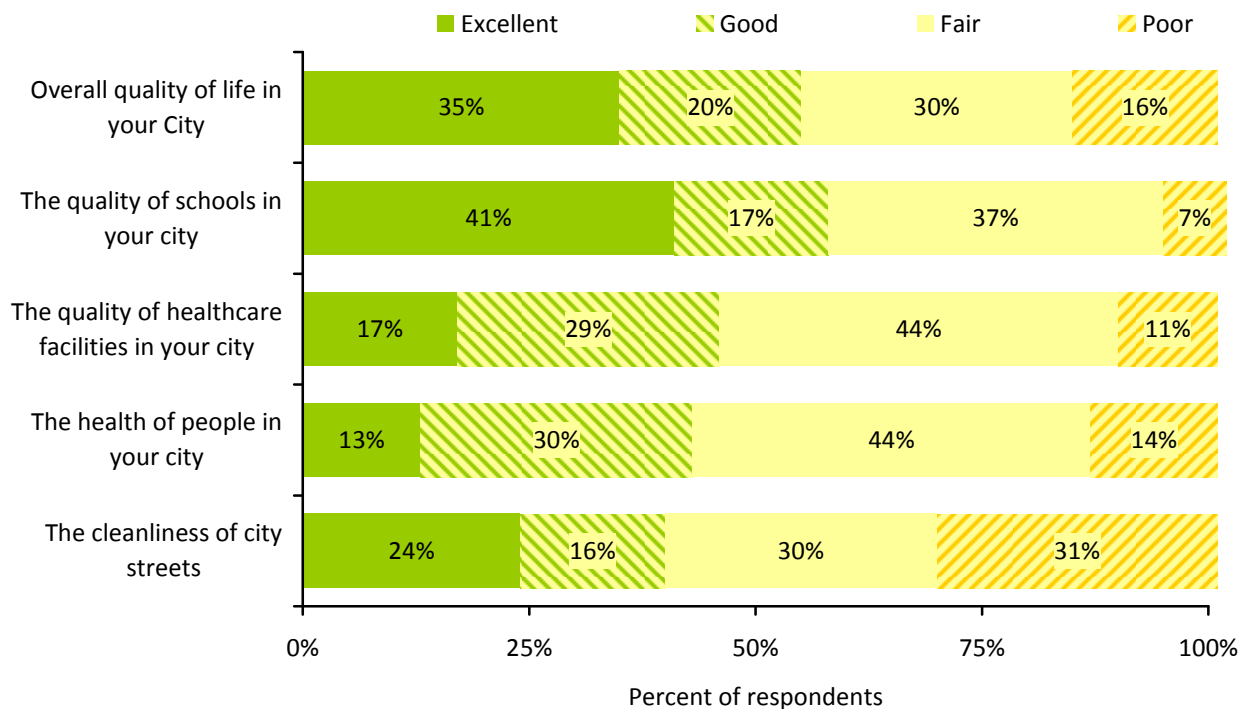
- Just over half thought that their local government was sometimes or almost always working to serve people like them and half thought they could have a lot or a least a little influence on local government decision-making.
- Just over half had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels. More had trust in local businessmen and religious leaders.
- Only 1% of residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials, 6% said they were asked only in isolated cases and 93% were never asked.
- Like other cities, almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.

- A majority of women in Puli Alam were strongly supportive of women having equal access to education and participation in government. Men's support was not as strong, although a majority of men were somewhat or strongly supportive of women having equal access to education and participation in government. Both genders were less likely to support women in government than women in education.

QUALITY OF LIFE

About one-third of residents in Puli Alam rated the quality of life in their city as excellent; 20% thought it was good, 30% thought it was fair and 16% thought it was poor. They gave similar ratings to the quality of their schools. The level of health of people in the city and the quality of healthcare facilities were rated as excellent or good by about just less than half the respondents and about the same number rated these as fair. Cleanliness of city streets got a lower rating, with 40% saying it was excellent or good, 30% saying fair and 31% rating it as poor.

Figure 1: Quality of Life in Puli Alam



EMPLOYMENT

There was some optimism about employment levels in Puli Alam; 74% of households were employed full time and 10% were employed part time and 17% were unemployed. Only 34% of the respondents rated the number of job opportunities in the city as poor, and most thought the number of jobs had increased (54%) or stayed the same (21%) in the past year.

Figure 2: Job Opportunities in Puli Alam

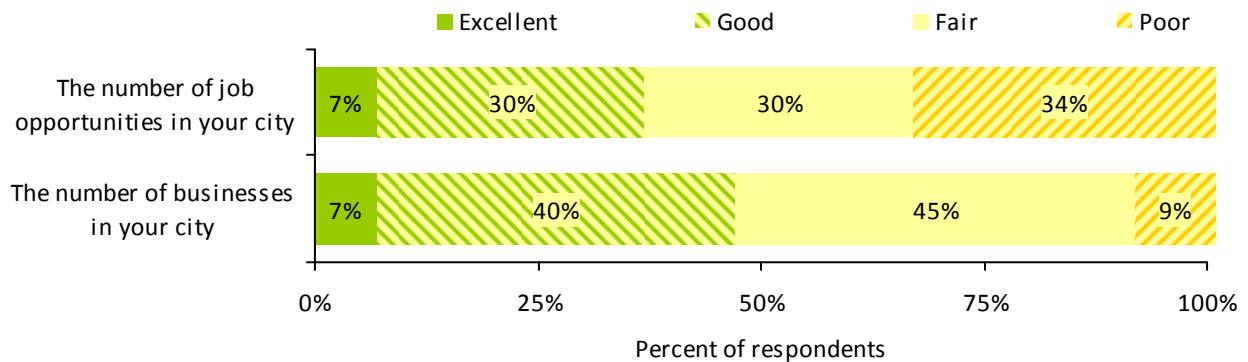


Figure 3: Change in Job Opportunities in Last Year

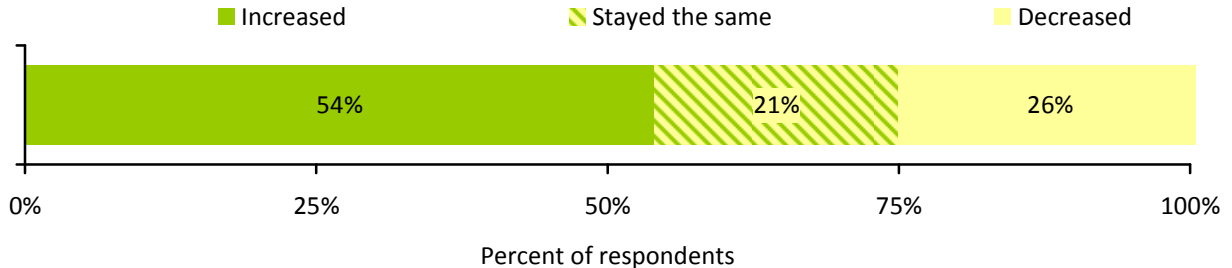
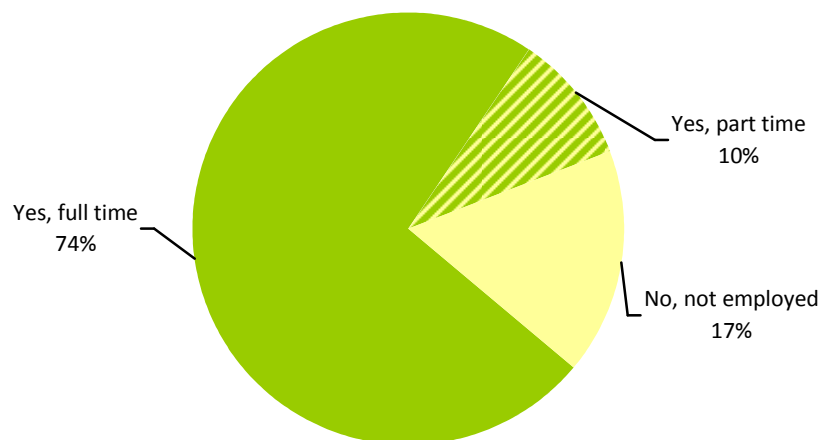


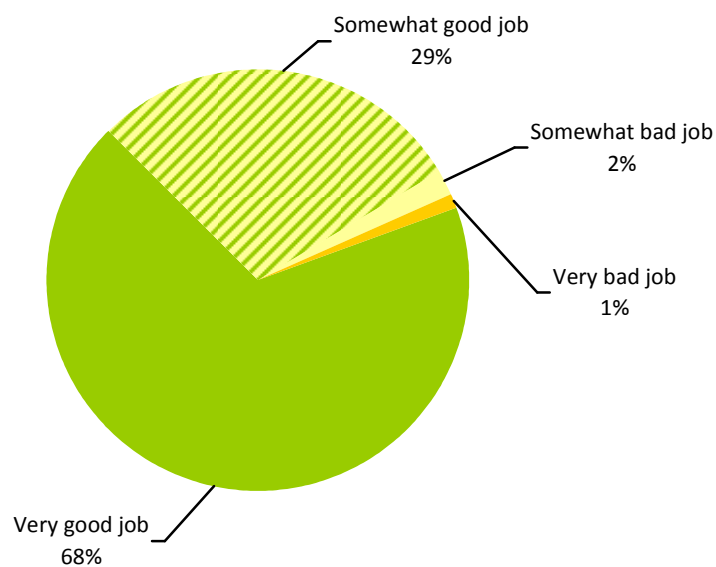
Figure 4: Head of Household Employment Status



SERVICES

Afghan cities vary in the number and type of services they are able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, or may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets. Most residents think the city is doing a very good (68%) or somewhat good (29%) job of providing services.

Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?



SOLID WASTE

Most residents in Puli Alam dispose of their trash in the street (49%) or put it in their yard (18%). About a quarter of residents either disposed of trash in a public container (19%) or took it to an official dumpsite (6%). Residents were dissatisfied with these disposal methods.

Figure 6: Trash Disposal Method

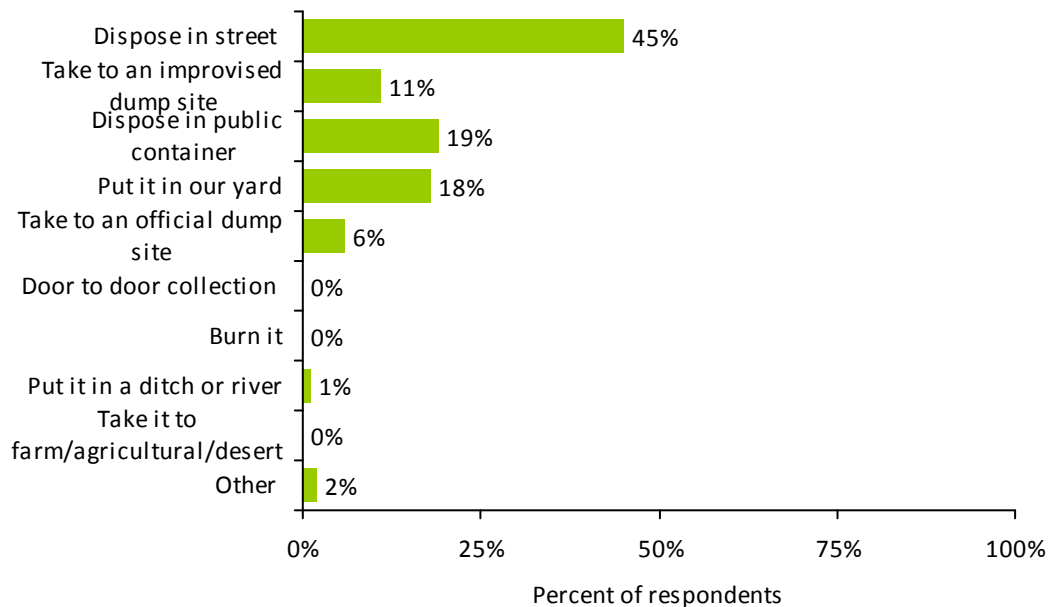
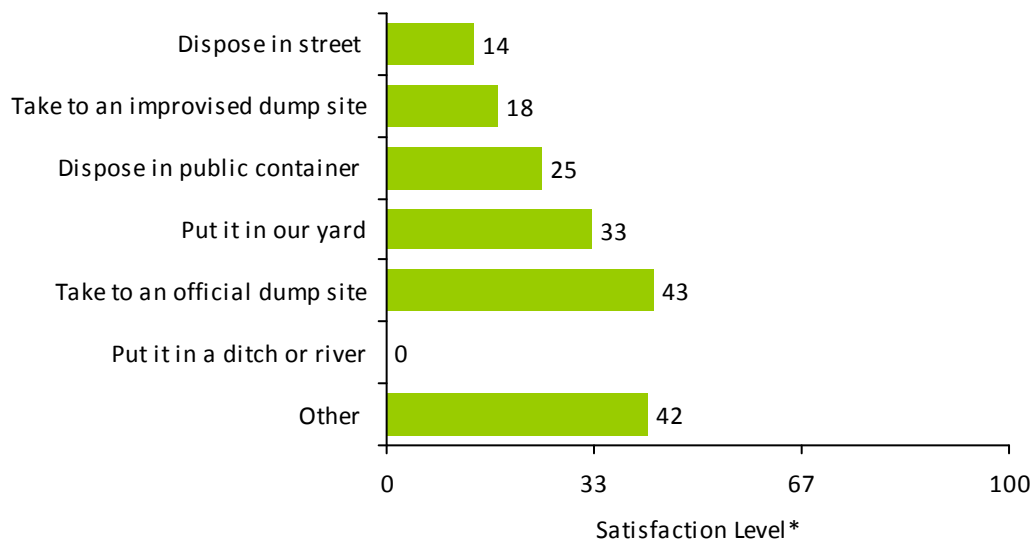


Figure 7: Satisfaction with Trash Disposal Method



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

Most residents in Puli Alam (65%) did not think the city ever cleaned trash from streets, but 27% thought they cleaned trash from streets once a week or more often. Most households did not pay for trash services, but 9% paid a private firm or person between 400 and 1,000 Afn per month.

Figure 8: Frequency of Trash Removal from Street by City

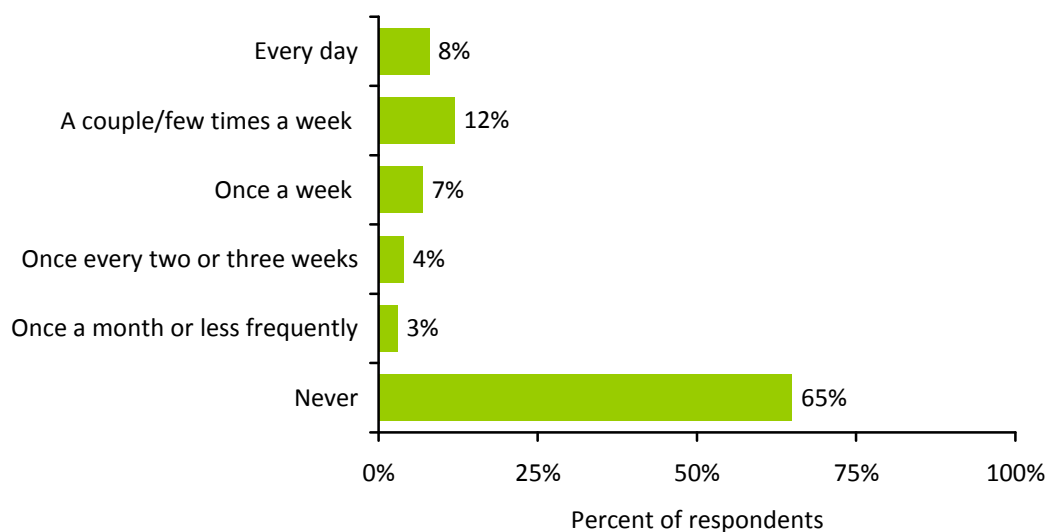


Figure 9: Who Do You Pay for Trash Service?

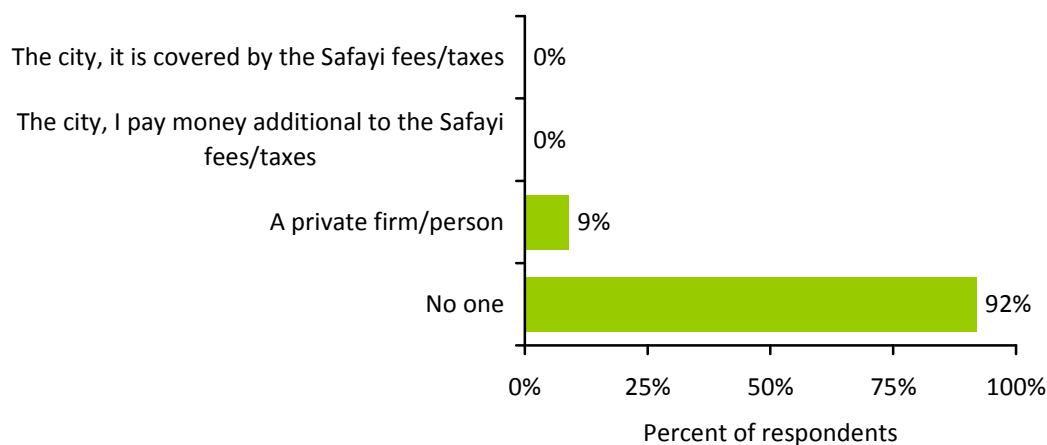
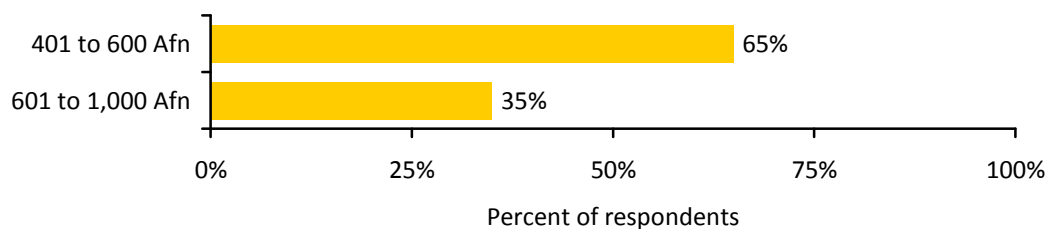
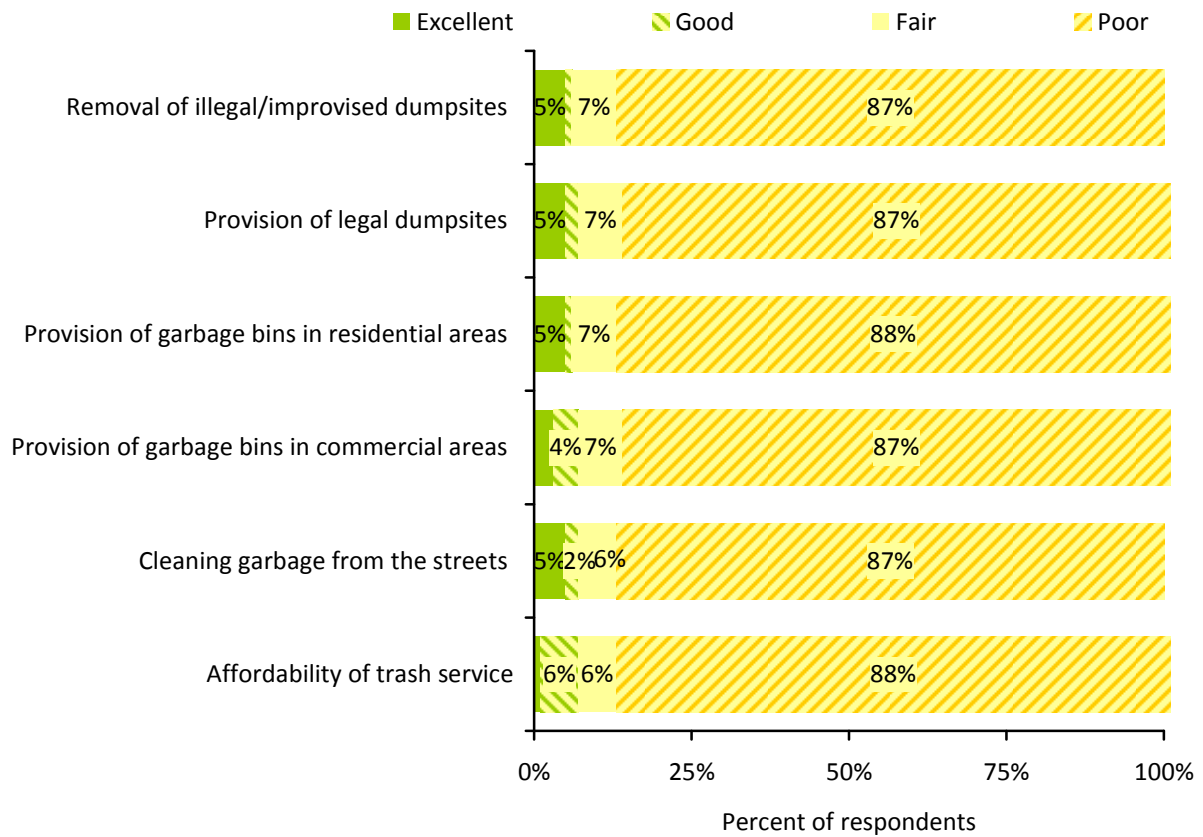


Figure 10: If You Pay for Trash Service, How Much Do You Pay Per Month?



Residents rated all city trash services as poor.

Figure 11: Quality of City Trash Services



WATER

Almost all residents in Puli Alam got their drinking water from wells, either on their property (74%) or shared with neighbors (19%). A few residents used a public standpipe. The government does not supply water. No one paid a private or government agency for their water. About one quarter of families had experienced dysentery, Cholera or severe diarrhea in the past year; this was slightly more prevalent among households who shared a well and slightly less prevalent among households who used a public standpipe for water.

Figure 12: Drinking Water Sources

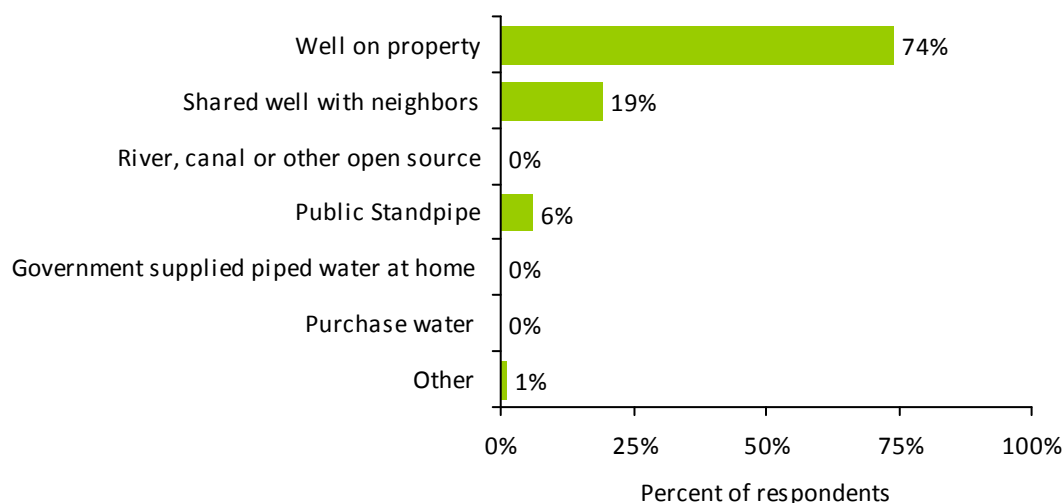


Figure 13: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source

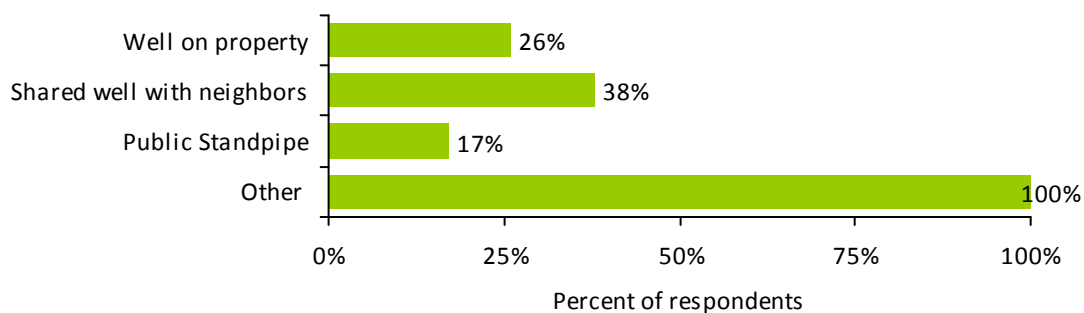
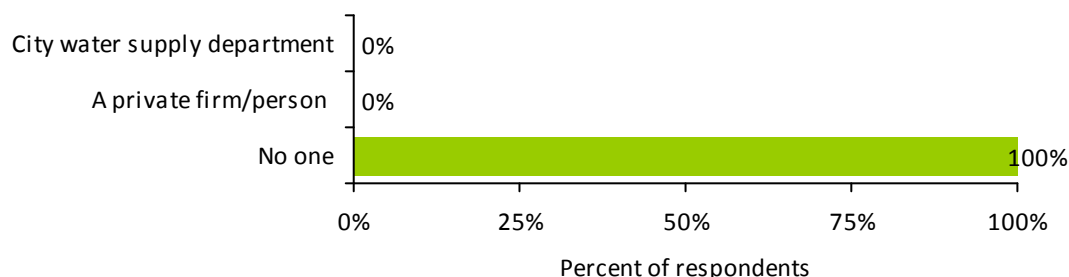


Figure 14: Who Do You Pay for Water Service?



ELECTRICITY

More than half of Puli Alam residents received electricity from a government source; 37% from a public generator and 42% from a power plant. Most other households got electricity from a personal generator or solar energy. Most of those receiving electricity from the government paid the city for this power. Costs varied by household with most paying between 200 and 1,000 Afn per month. How much electricity each household purchased each month was not known.

Figure 15: Electricity Sources

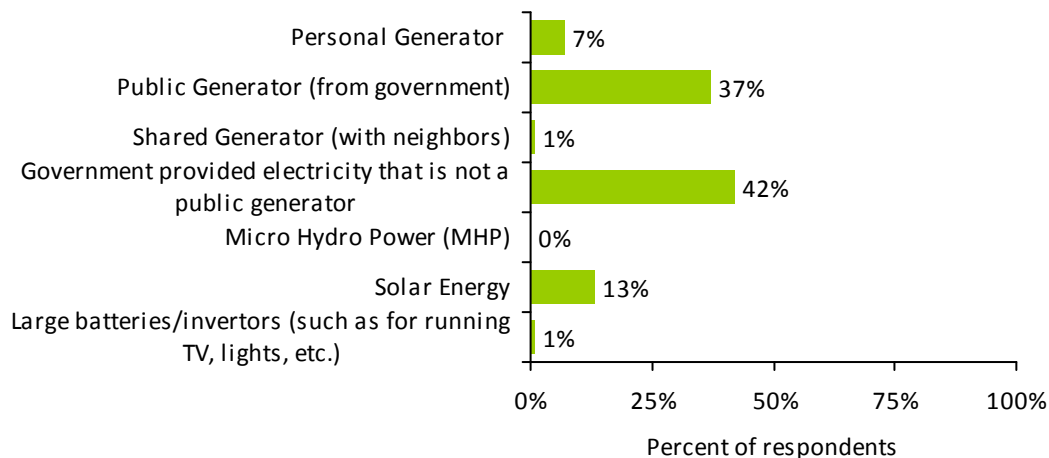


Figure 16: Who Do You Pay for Electricity Service?

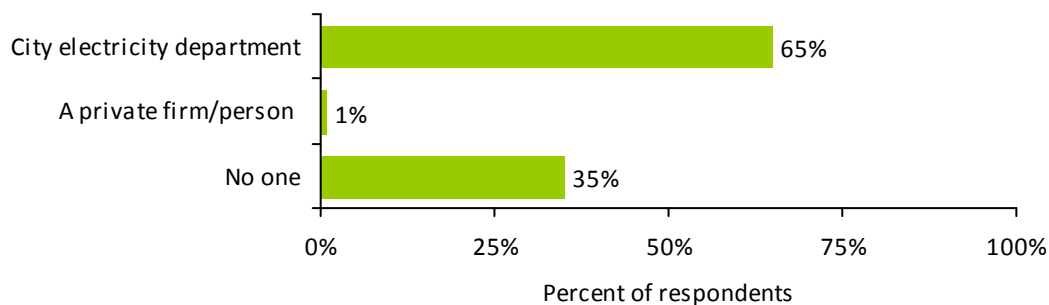
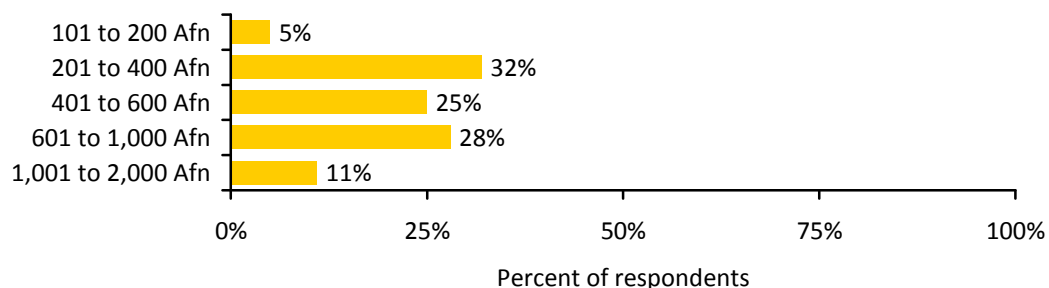
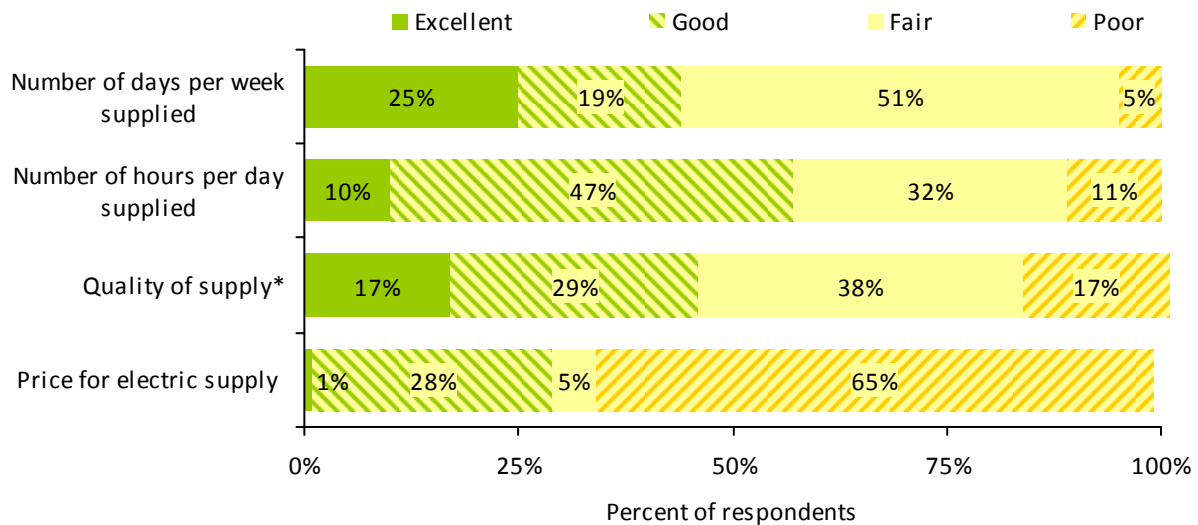


Figure 17: If You Pay for Electricity Service, How Much Do You Pay Per Month?



Residents were generally content with the electricity service provided by the government. The frequency of supply was rated as excellent by 25%, good by 19%, fair by 51% and poor by only 5% of customers. Most (57%) thought the number of hours of service per day was excellent or good and many (46%) thought the quality of supply was excellent or good. The price for electricity received the worst ratings, 65% rated it as poor.

Figure 18: Quality of City Electricity Services



**Electricity power and cut outs during service hours.*

ROADS, DRAINAGE AND SANITATION

Most residents have dry latrines at their homes and, most drain their waste water in an open ditch or canal. Over half the residents (62%) rated the condition of ditches and canals near their home as poor, but they had higher ratings for the condition of larger drainage ditches throughout the city and for ditch cleaning, repair and construction services (about half thought these were excellent or good).

Figure 19: Type of Toilet in Home

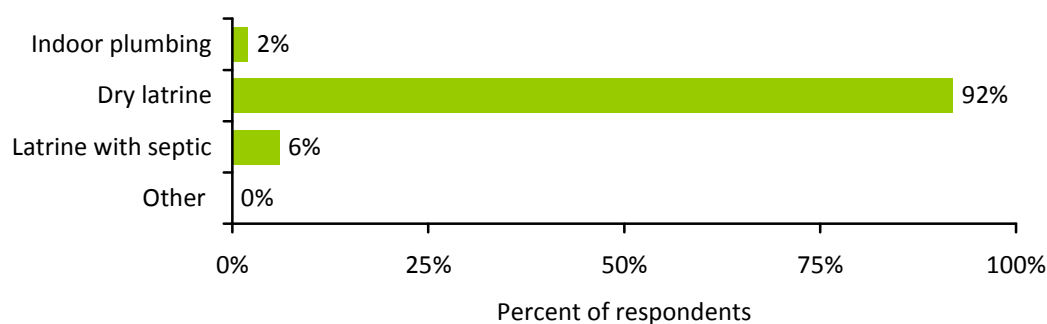


Figure 20: Type of Drainage for Waste Water

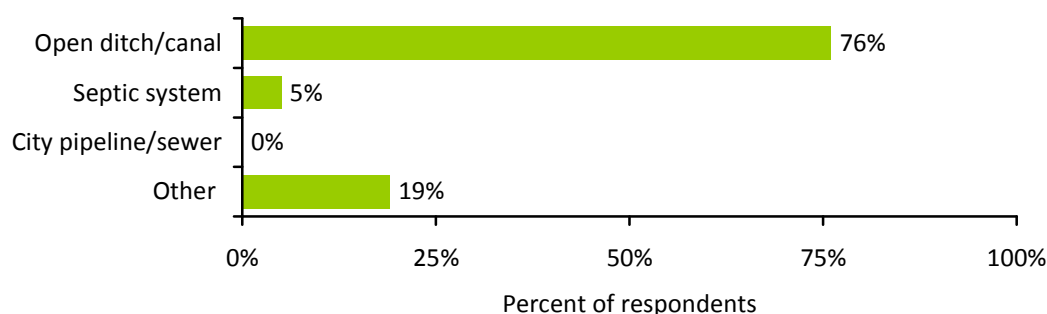
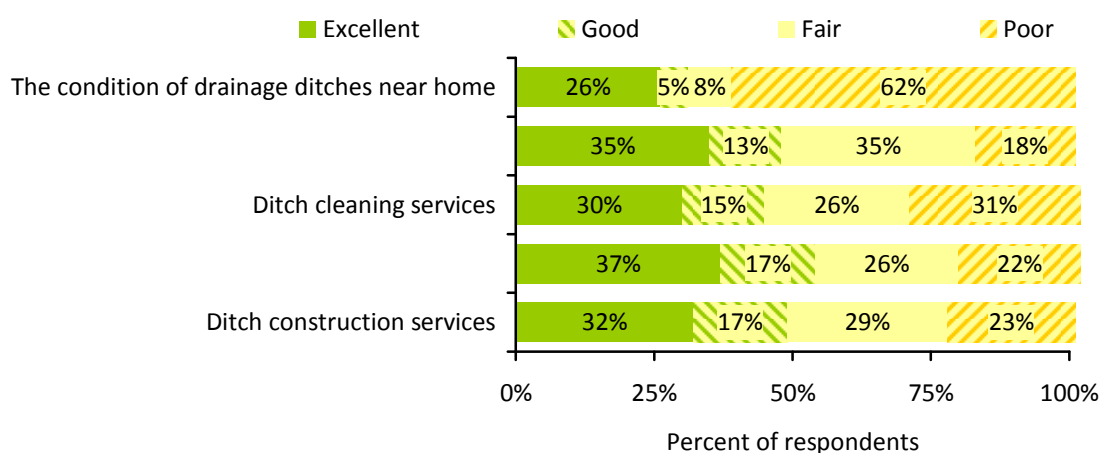


Figure 21: Quality of City Drainage and Drainage Services



Most residents thought the condition of the main roads in Puli Alam were excellent (49%) or good (5%), but they were split in their ratings of other roads and road services. About 40% thought the condition of neighborhood streets were excellent or good, but 49% thought they were poor. About one-quarter of residents thought street repair and construction services were poor, but just above 40% rated them excellent or good.

Figure 22: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

When asked if there were any parks (for teens/adults, women or children) near their home or further away but in Puli Alam, most said they were not aware of any parks. A few households had teen/adult parks or children's playgrounds nearby and a few more said there were some further away. Forty percent of households said they were aware of a women's park further away. Forty percent of households said they were aware of a women's park further away. Those who knew about the parks generally rated their quality as poor.

Figure 23: Availability of City Parks

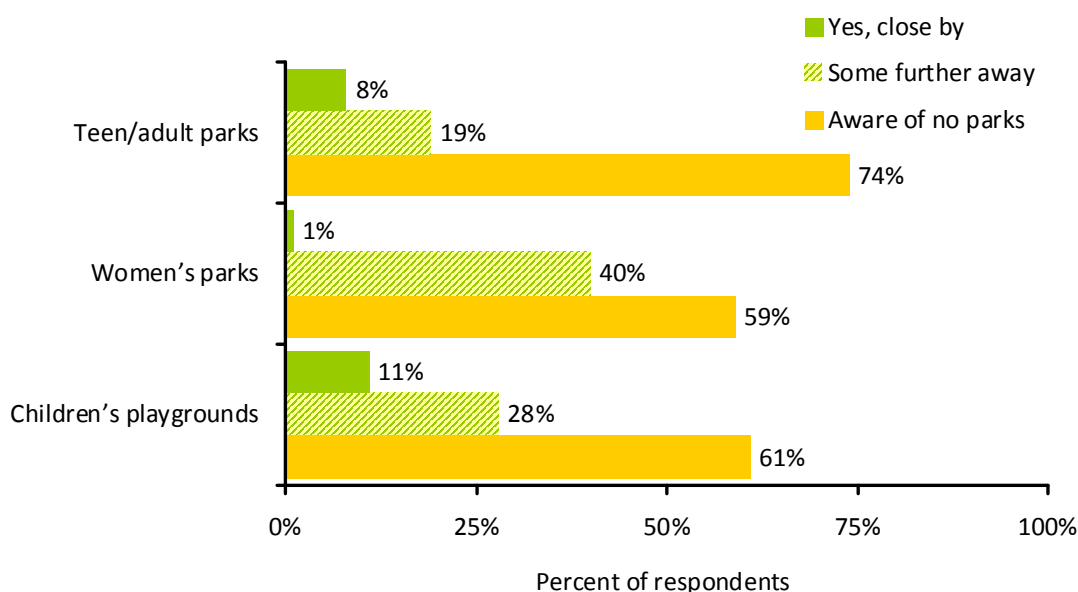
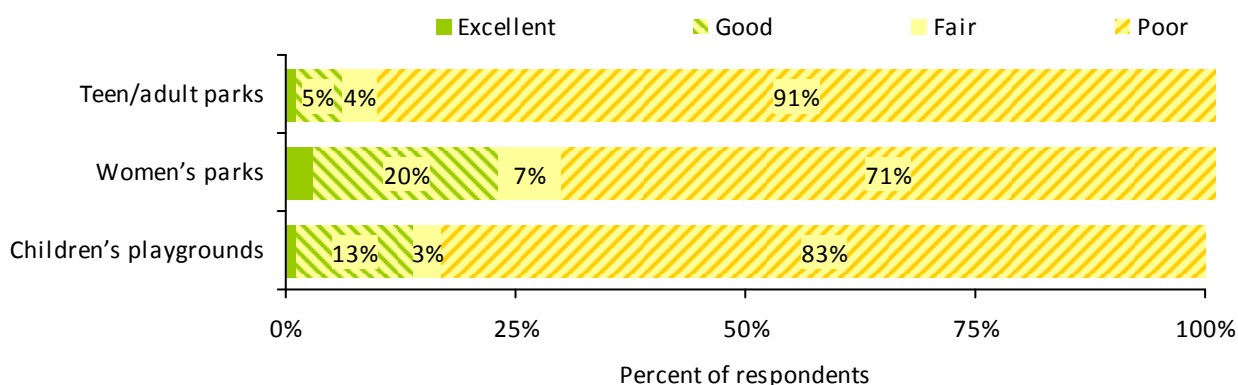


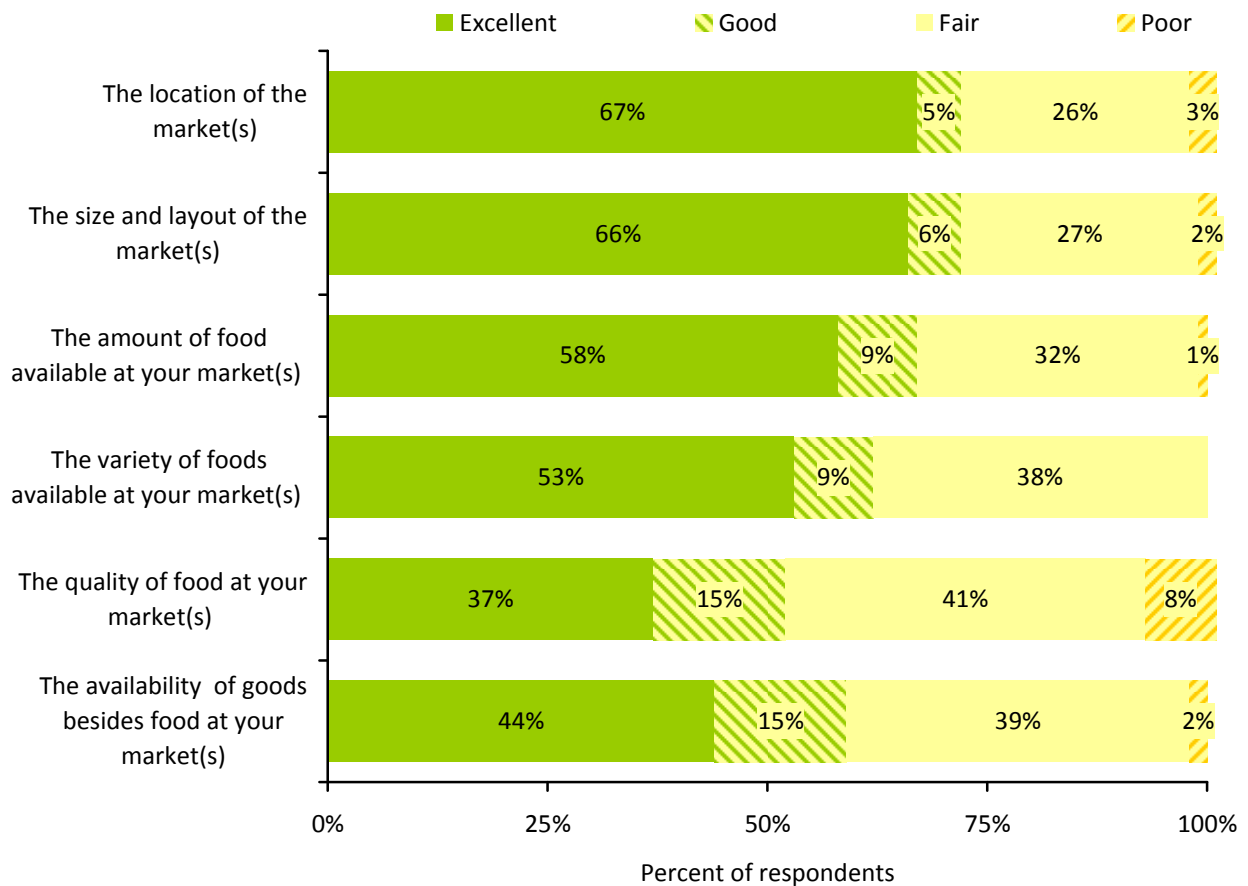
Figure 24: Quality of City Parks



MARKET

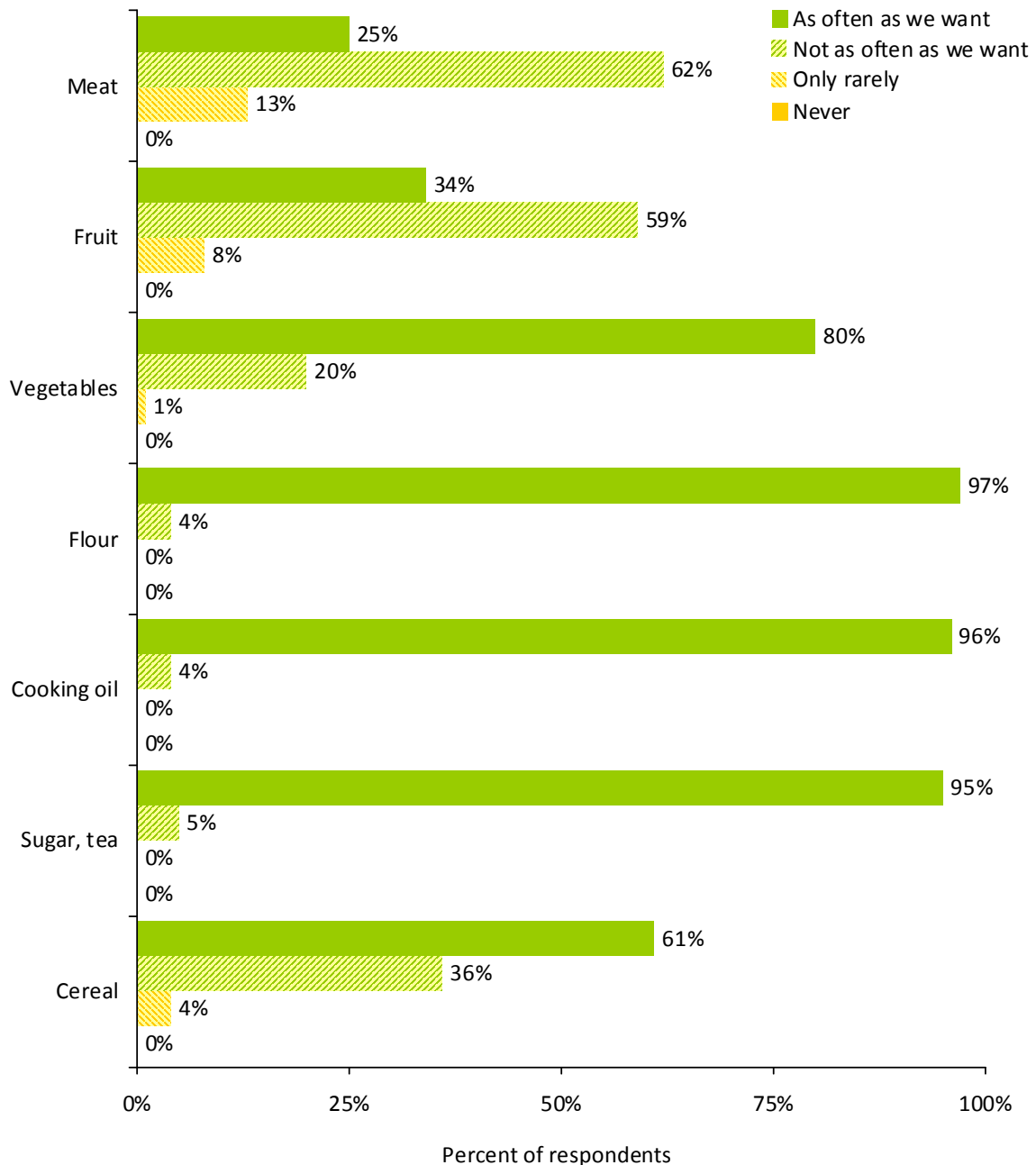
Most aspects of the Puli Alam market were rated as excellent by a majority of city residents. Residents were most happy with the location, size and layout of the market. They were least happy with the quality of food available, but 52% rated it as excellent or good and only 8% said it was poor.

Figure 25: Quality of City Market



When asked about the purchasing different types of food at the market, almost all residents said they could afford flour, cooking oil, sugar, tea and vegetables whenever they wanted, but only 61% could afford cereals whenever they wanted, only 34% could afford fruit whenever they wanted and only 25% could afford meat whenever they wanted.

Figure 26: Family Can Afford Food at the Market



SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked supplying clean drinking water as the most important, providing electricity as the second biggest priority and providing a new dump site and public containers for trash as the third.

Figure 27: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	40%	27%	7%	27%
Provide electricity service	16%	26%	35%	24%
A new dump site for trash to reduce leaching into water and the spread of disease	14%	14%	35%	38%
Street repair	10%	16%	5%	69%
Ditch cleaning, repair and construction	12%	11%	9%	70%
Provide green areas/parks	1%	5%	8%	86%
Public containers for trash in residential and commercial areas	9%	0%	2%	90%
Provide a new area for a market	1%	1%	0%	99%

GOVERNANCE

In Puli Alam, most residents (84%) knew who the mayor was and most (54%) said he was the person they would contact if they had a problem with something related to the city. Others said they would their tribal leader or Malik (27%), their Shura, CDC (Community Development Council) or Jirga (7%) or their Mullah (6%).

Figure 28: If You Have a Problem with Something Related to the City, Who Would You Contact?

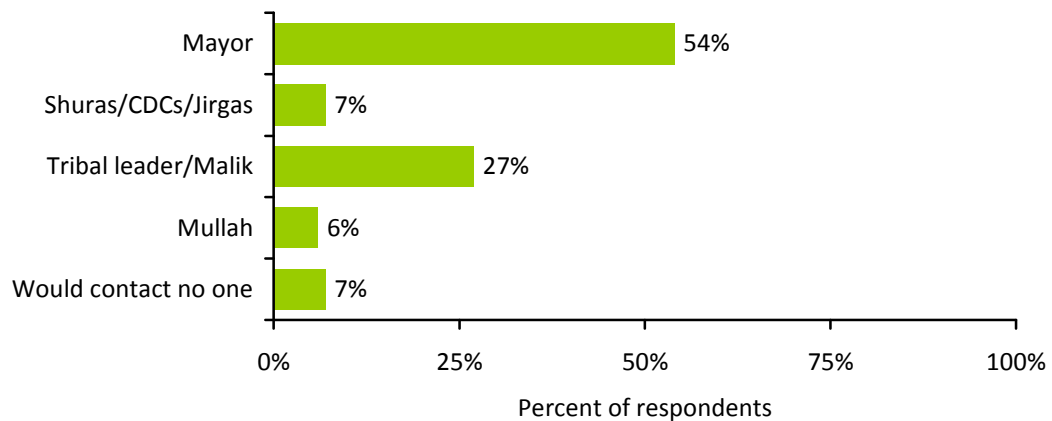
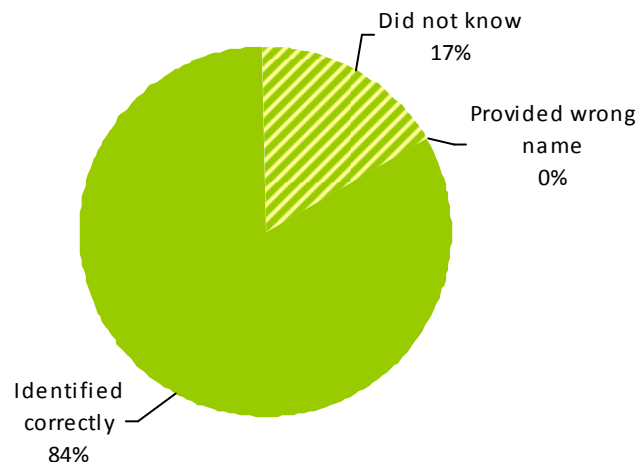


Figure 29: Who Is Your Mayor?



People in Puli Alam did not pay Safayi fees or taxes, but about half had asked someone in the municipal government to help solve a problem or get a service. When asked what they thought would happen if they did ask the municipal government to fix their street, about half thought it would be fixed within the month, 13% thought it would be fixed within the year and 34% thought the request would be put on a long wait list.

Figure 30: Contact with City Government

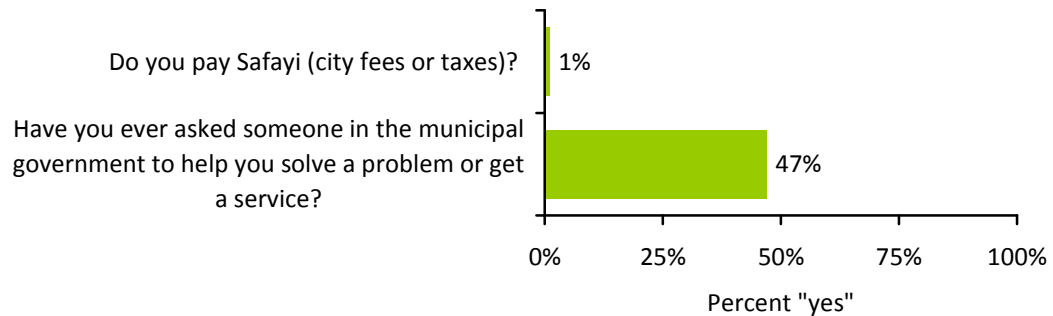
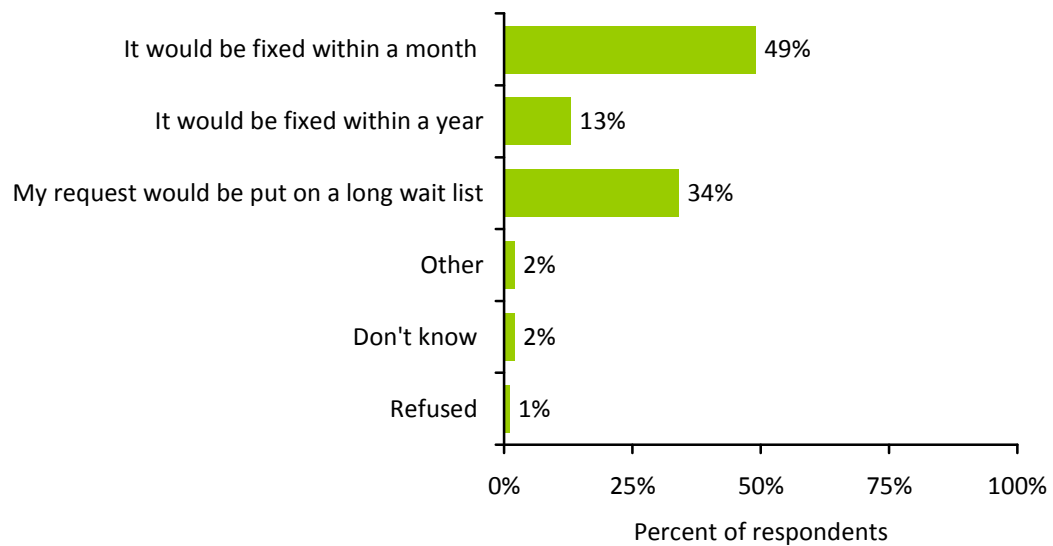


Figure 31: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



Residents in Puli Alam were split about how much their local government is working for them; 43% thought never or rarely and 57% thought sometimes or always. They were also split about how much influence they could have on the government; again, 47% thought none at all or very little influence and 53% thought at least a little or a lot.

Figure 32: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

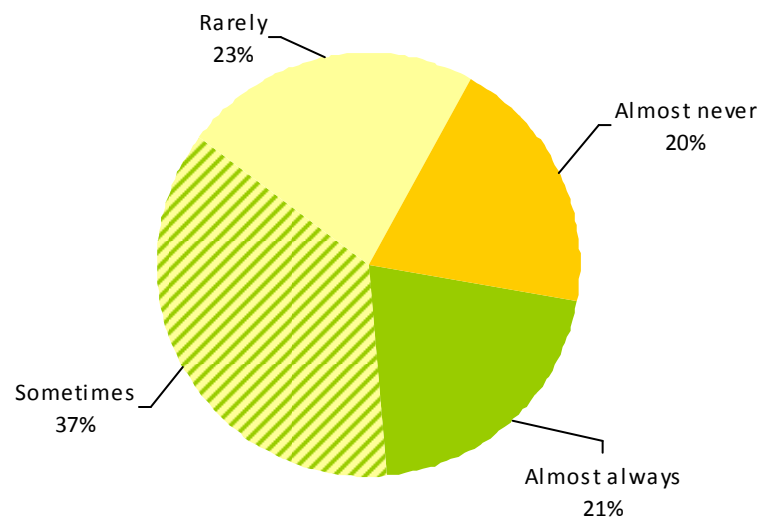
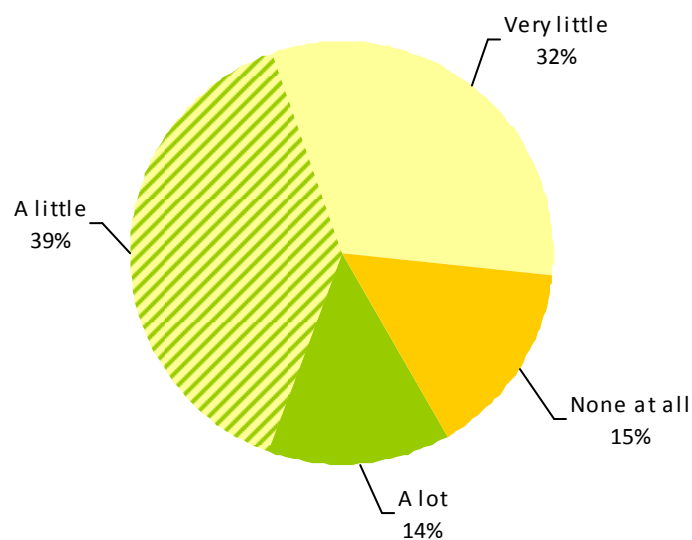


Figure 33: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Residents of Puli do not have a great deal trust in their government, at the local, provincial and national level, but most do have at least some trust. They are more wary of donor agencies; 10% have a great deal of trust, 36% have most trust, 37% had little trust and 18% have no trust. Overall, they have more trust that religious and business leaders in their community are working on their behalf than they do government. Although they had some trust in the provincial and national government, almost all thought corruption in the provincial government and Afghanistan as a whole was a major problem that had increased in the past year.

Figure 34: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?

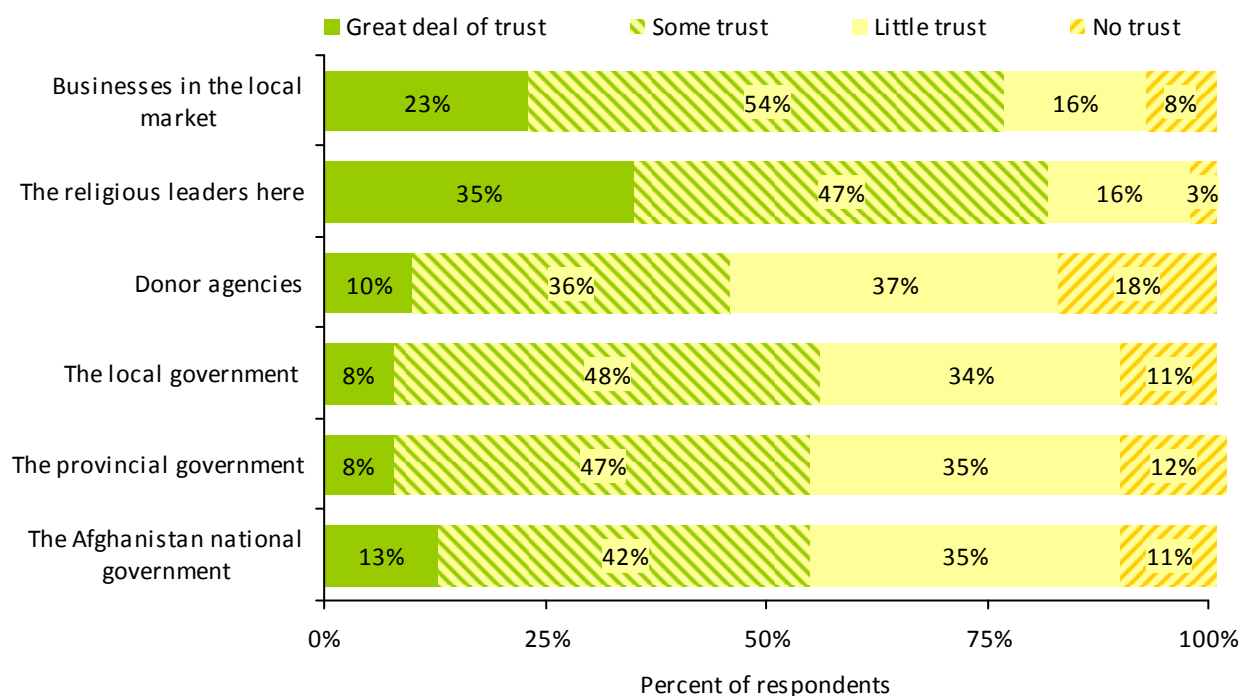


Figure 35: Level of Corruption

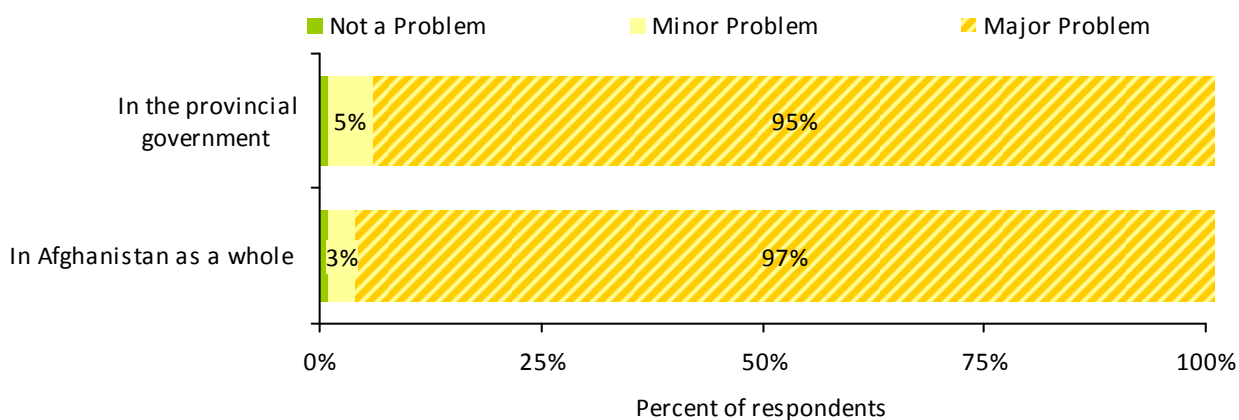
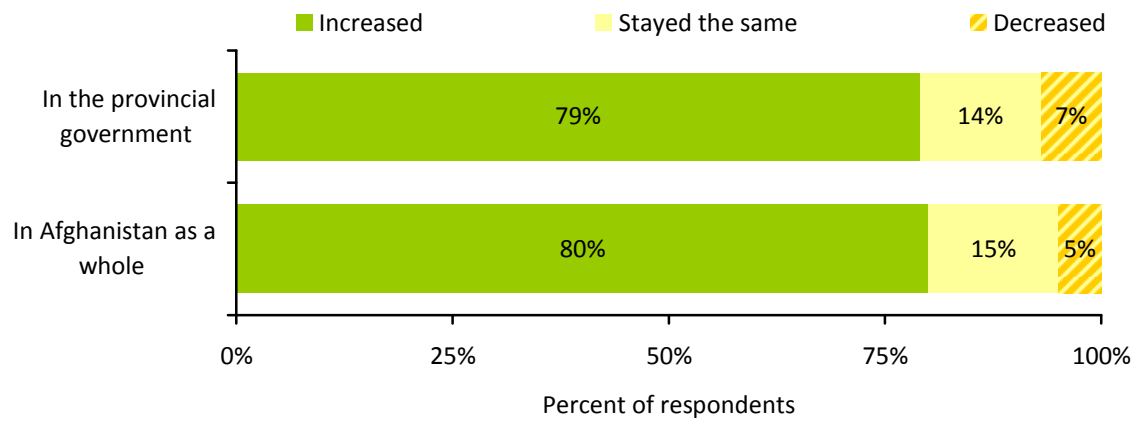
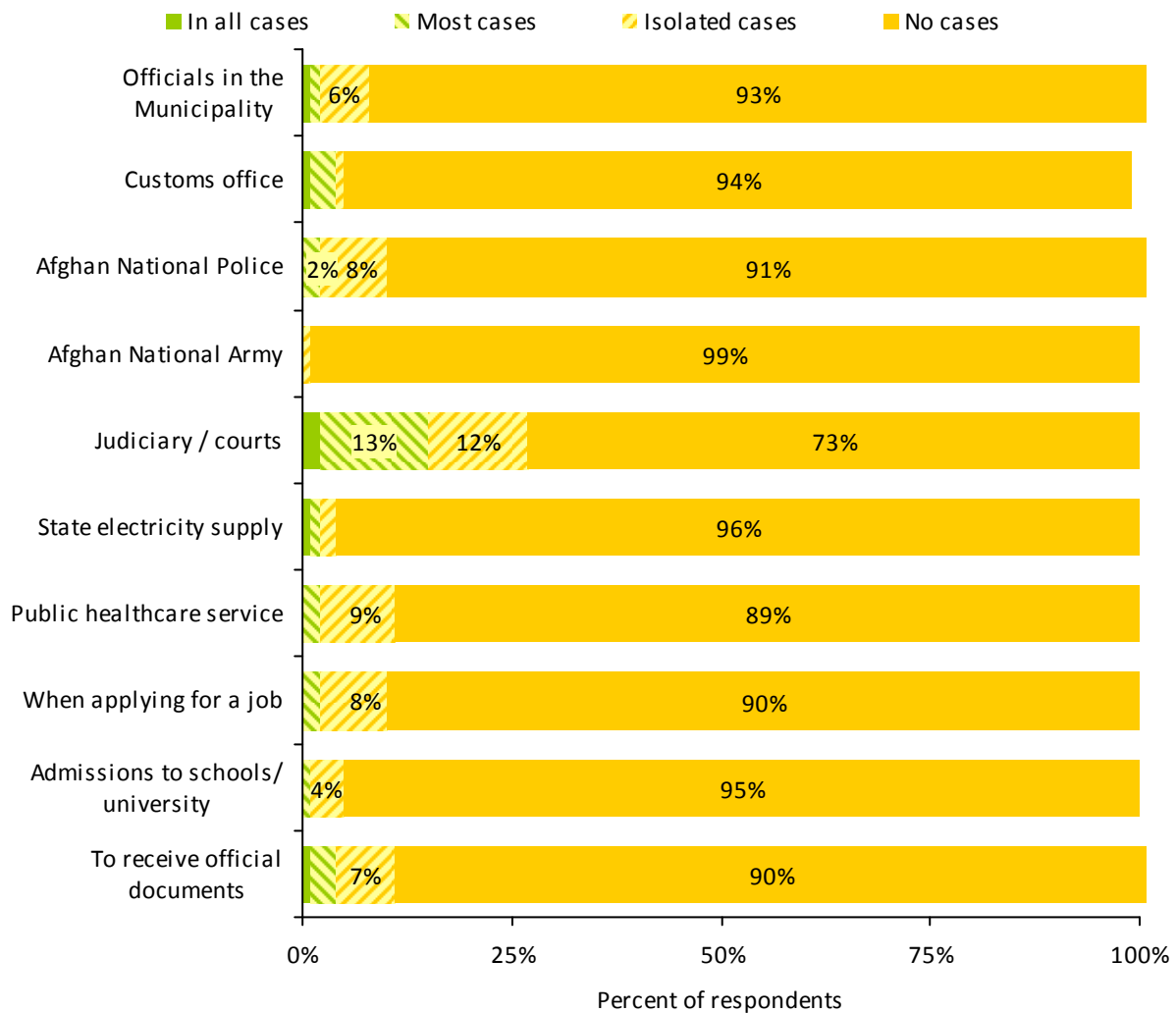


Figure 36: Change in Level of Corruption in Last Year



When asked about specific cases of corruption in their lives when interacting with government officials, most Puli Alam residents said they had never been asked for cash, a gift or a favor. The judiciary or courts were the most common place to be asked for cash, a gift or a favor.

Figure 37: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?



Note: Only for those who had contact with Government Official

WOMEN IN SOCIETY

Most residents of Puli Alam are aware of the Ministry of Women's Affairs and that there is a local office in their province or district. Women were strongly in favor (84%) of women being given the opportunity to pursue an education. Men were not as strong in their support, but 45% strongly supported it and 38% somewhat supported it. Both genders were less supportive of women in government; 50% of women strongly supported this and 50% somewhat supported it, while 30% of men strongly supported this and 39% somewhat supported it.

Figure 38: Awareness of Ministry of Women's Affairs

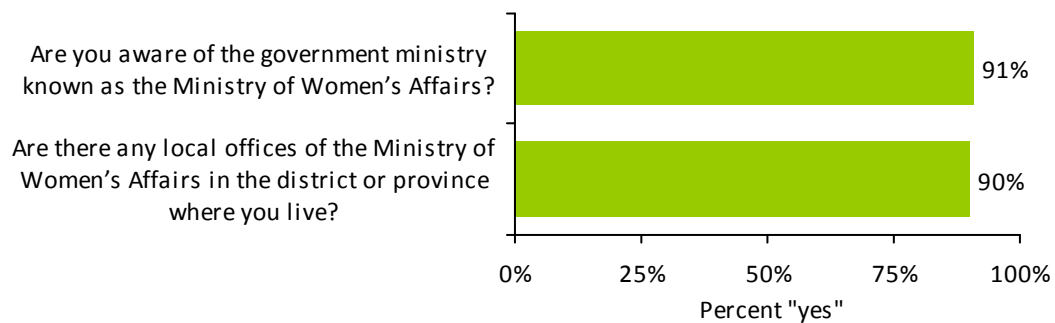


Figure 39: Agreement that Women Should Have Equal Opportunities Like Men In Education

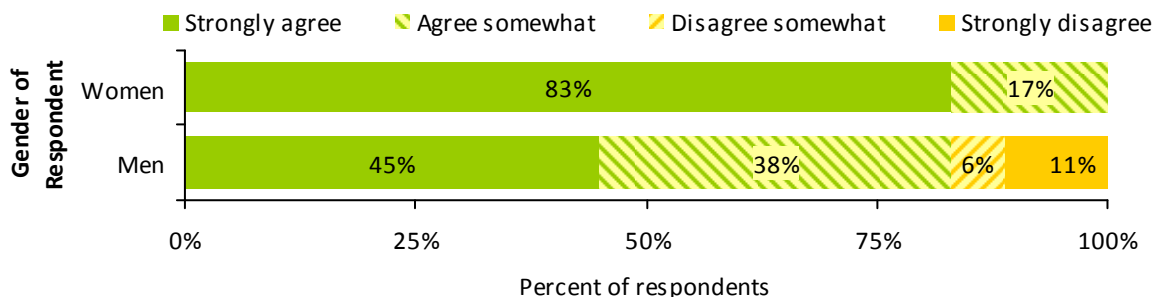
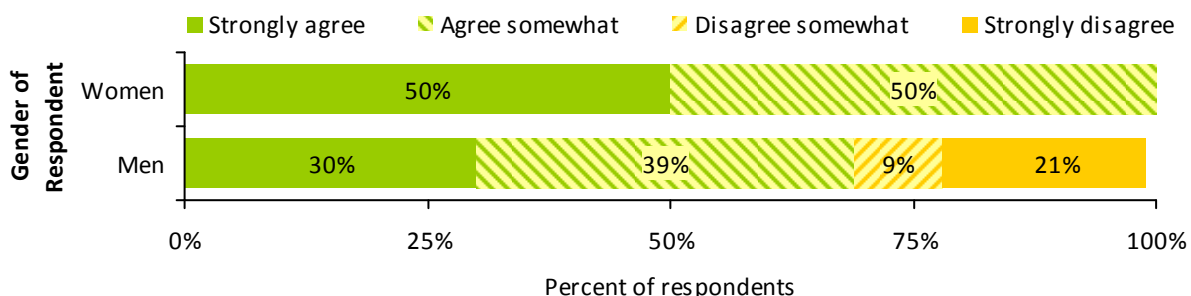


Figure 40: Agreement that Women Should Have Equal Opportunities Like Men In Government



APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	65	33%
6-10 years	39	20%
11-20 years	48	24%
21-40 years	30	15%
41 or more years	17	9%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Puli Alam	15

Q2 Quality of Life in City													
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Overall quality of life in Puli Alam	69	35%	40	20%	60	30%	31	16%	0	0%	0	0%	200 100%
The quality of schools in your city	81	41%	33	17%	73	37%	13	7%	0	0%	0	0%	200 100%
The quality of healthcare facilities in your city	33	17%	57	29%	88	44%	22	11%	0	0%	0	0%	200 100%
The health of people in your city	26	13%	60	30%	87	44%	27	14%	0	0%	0	0%	200 100%
The cleanliness of city streets	47	24%	32	16%	59	30%	62	31%	0	0%	0	0%	200 100%
The number of job opportunities in your city	13	7%	59	30%	60	30%	68	34%	0	0%	0	0%	200 100%
The number of businesses in your city	13	7%	79	40%	90	45%	18	9%	0	0%	0	0%	200 100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Puli Alam	2.7
The quality of schools in your city	2.9
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.4
The cleanliness of city streets	2.3
The number of job opportunities in your city	2.1
The number of businesses in your city	2.4
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	147	74%
Yes, part time	20	10%
No, not employed	33	17%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Puli Alam have increased, stayed the same or decreased?		
	Number	Percent
Increased	107	54%
Stayed the same	42	21%
Decreased	51	26%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	2	1%
No	198	99%
Total	200	100%

Q6 How do you dispose of your household trash?		
	Number	Percent
Burn it	0	0%
Put it in a ditch or river	1	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	89	45%
Dispose in public container	38	19%
Take to an official dump site	11	6%
Take to an improvised dump site	22	11%
Door to door collection	0	0%
Other	4	2%
Refused	0	0%
Don't know	0	0%
Put it in our yard	35	18%
Total may exceed 100% as respondents could provide more than one response.		

Q6 Which OTHER way do you dispose of your household trash?		
	Number	Percent
No response	196	98%
They are not built in residential place	4	2%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	16	27%
On the next street	25	42%
Several streets away	9	15%
Further than several streets away	9	15%
Total	59	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	24	12%
Somewhat satisfied	22	11%
Somewhat dissatisfied	15	8%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very dissatisfied	138	69%
Refused	1	1%
Don't know	0	0%
Total	200	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.7
*average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied	

Q8 How often does the city clean trash from streets?		
	Number	Percent
Every day	16	8%
A couple/few times a week	24	12%
Once a week	14	7%
Once every two or three weeks	8	4%
Once a month or less frequently	5	3%
Never	130	65%
Refused	0	0%
Don't know	3	2%
Total	200	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	17	9%
No one	183	92%
Total	200	100%

Q9 If you pay, how much do you pay per month?		
	Number	Percent

Q9 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	0	0%
101 to 200 Afn	0	0%
201 to 400 Afn	0	0%
401 to 600 Afn	11	65%
601 to 1,000 Afn	6	35%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	17	100%

Q10 Quality of Trash Services													
How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Removal of illegal/improvised dumpsites	10	5%	2	1%	14	7%	174	87%	0	0%	0	0%	200
Provision of legal dumpsites	10	5%	4	2%	13	7%	173	87%	0	0%	0	0%	200
Provision of garbage bins in residential areas	10	5%	2	1%	13	7%	175	88%	0	0%	0	0%	200
Provision of garbage bins in commercial areas	5	3%	7	4%	14	7%	174	87%	0	0%	0	0%	200
Cleaning garbage from the streets	10	5%	4	2%	12	6%	174	87%	0	0%	0	0%	200
Affordability of trash service	2	1%	11	6%	12	6%	175	88%	0	0%	0	0%	200

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Provision of garbage bins in commercial areas	1.2
Cleaning garbage from the streets	1.2
Affordability of trash service	1.2
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q11 Which of the following sources do you use for drinking water?		
	Number	Percent
Well on property	148	74%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	12	6%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

Q13 Quality of Government Water Services, if Connected													
[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Frequency of supply (times per week)	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3 100%
Amount supplied	0	0%	1	33%	0	0%	2	67%	0	0%	0	0%	3 100%
Overall quality of water for drinking	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3 100%

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	1.7
Overall quality of water for drinking	2.0
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	Percent
Yes	56	28%
No	142	72%
Total	198	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	Percent
Government provided electricity that is not a public generator	68	34%
Public Generator (from government)	61	31%
No electricity	36	18%
Solar Energy	21	11%
Personal Generator	11	6%
Shared Generator (with neighbors)	1	1%
Large batteries/invertors (such as for running TV, lights, etc.)	1	1%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q16 Who do you pay for this electricity service?		
	Number	Percent
City electricity department	130	65%
A private firm/person	1	1%
No one	69	35%
Total	200	100%

Q16 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	0	0%
101 to 200 Afn	6	5%
201 to 400 Afn	41	32%
401 to 600 Afn	32	25%
601 to 1,000 Afn	36	28%
1,001 to 2,000 Afn	14	11%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	129	100%

Q17 Quality of Government Electricity Services, If Connected														
[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	33	25%	26	19%	68	51%	7	5%	0	0%	0	0%	134	100%
Number of hours per day supplied	13	10%	63	47%	43	32%	15	11%	0	0%	0	0%	134	100%
Quality of supply (Electricity power & its cut out during service hours)	22	16%	39	29%	50	37%	22	16%	0	0%	1	1%	134	100%
Price for electric supply	2	1%	38	28%	7	5%	87	65%	0	0%	0	0%	134	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.6
Quality of supply (Electricity power & its cut out during service hours)	2.5

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Price for electric supply	1.7
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q18 What type of toilet do you have at your home?		
	Number	Percent
Indoor plumbing	3	2%
Dry latrine	184	92%
Latrine with septic	12	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q19 What type of drainage do you have for your waste water?		
	Number	Percent
Open ditch/canal	117	59%
Drains onto the street/road	31	16%
Other	29	15%
Drains into the yard/garden	14	7%
Septic system	7	4%
Refused	2	1%
City pipeline/sewer	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

Q20 Condition of Drainage and Quality of Drainage Services in City															
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total		
The condition of drainage ditches near home	52	26%	10	5%	15	8%	123	62%	0	0%	0	0%	200	100%	
The condition of larger drainage ditches throughout the city	70	35%	25	13%	69	35%	36	18%	0	0%	0	0%	200	100%	

Q20 Condition of Drainage and Quality of Drainage Services in City														
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Ditch cleaning services	59	30%	29	15%	51	26%	61	31%	0	0%	0	0%	200	100%
Ditch repair services	73	37%	33	17%	51	26%	43	22%	0	0%	0	0%	200	100%
Ditch construction services	63	32%	33	17%	58	29%	45	23%	0	0%	0	0%	199	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City													
													Average rating*
The condition of drainage ditches near home													2.0
The condition of larger drainage ditches throughout the city													2.6
Ditch cleaning services													2.4
Ditch repair services													2.7
Ditch construction services													2.6
*average rating where 1=poor, 2=fair, 3=good and 4=excellent													

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	65	33%	9	5%	29	15%	97	49%	0	0%	0	0%	200	100%
The condition of main city roads	98	49%	9	5%	65	33%	28	14%	0	0%	0	0%	200	100%
The condition of highways	50	25%	29	15%	94	47%	27	14%	0	0%	0	0%	200	100%
Street repair services	58	29%	30	15%	65	33%	47	24%	0	0%	0	0%	200	100%
Street construction	54	27%	30	15%	64	32%	52	26%	0	0%	0	0%	200	100%

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
services														

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	2.2
The condition of main city roads	2.9
The condition of highways	2.5
Street repair services	2.5
Street construction services	2.4
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	15	8%	37	19%	147	74%	0	0%	0	0%	199	100%
Women's parks	2	1%	78	39%	117	59%	1	1%	0	0%	198	100%
Children's playgrounds	22	11%	55	28%	121	61%	0	0%	0	0%	198	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	2	1%	10	5%	7	4%	181	91%	0	0%	0	0%	200	100%
Women’s parks	6	3%	39	20%	13	7%	141	71%	1	1%	0	0%	200	100%
Children’s playgrounds	2	1%	26	13%	5	3%	166	83%	1	1%	0	0%	200	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	1.2
Women’s parks	1.5
Children’s playgrounds	1.3
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	134	67%	10	5%	51	26%	5	3%	0	0%	0	0%	200	100%
The size and layout of the market(s)	132	66%	12	6%	53	27%	3	2%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	116	58%	18	9%	64	32%	2	1%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	105	53%	17	9%	75	38%	3	2%	0	0%	0	0%	200	100%
The quality of food at your market(s)	74	37%	29	15%	82	41%	15	8%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	88	44%	30	15%	78	39%	4	2%	0	0%	0	0%	200	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	3.4
The size and layout of the market(s)	3.4
The amount of food available at your market(s)	3.2
The variety of foods available at your market(s)	3.1
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	3.0
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	50	25%	124	62%	26	13%	0	0%	0	0%	0	0%	200	100%
Fruit	67	34%	118	59%	15	8%	0	0%	0	0%	0	0%	200	100%
Vegetables	160	80%	39	20%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	193	97%	7	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	192	96%	8	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	190	95%	10	5%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	122	61%	71	36%	7	4%	0	0%	0	0%	0	0%	200	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	17	9%	0	0%	4	2%	179	90%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	14%	27	14%	70	35%	76	38%	200	100%
Ditch cleaning, repair and construction	23	12%	21	11%	17	9%	139	70%	200	100%
Street repair	20	10%	32	16%	10	5%	138	69%	200	100%
Supplying clean drinking water	80	40%	54	27%	13	7%	53	27%	200	100%
Provide a new area for a market	1	1%	2	1%	0	0%	197	99%	200	100%
Provide green areas/parks	2	1%	10	5%	16	8%	172	86%	200	100%
Provide electricity service	31	16%	52	26%	70	35%	47	24%	200	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
Mayor	107	54%
Shuras/CDCs/Jirgas	14	7%
Tribal leader/Malik	54	27%
Mullah	12	6%
Would contact no one	13	7%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	94	47%
No	105	53%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	97	49%
It would be fixed within a year	26	13%
My request would be put on a long wait list	68	34%
Other	4	2%
Don't know	4	2%
Refused	2	1%

Total may exceed 100% as respondents could provide more than one response.

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?		
	Number	Percent
Very good job	135	68%
Somewhat good job	57	29%
Somewhat bad job	4	2%
Very bad job	2	1%
Refused	0	0%
Don't know	1	1%
Total	199	100%

Q31 How often do you think local government officials are working to serve people like you?		
	Number	Percent
Almost always	41	21%
Sometimes	73	37%
Rarely	45	23%
Almost never	39	20%
Refused	0	0%
Don't know	1	1%
Total	199	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?		
	Number	Percent
A lot	28	14%
A little	78	39%
Very little	63	32%
None at all	30	15%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	45	23%	108	54%	32	16%	15	8%	0	0%	0	0%	200	100%
The religious leaders here	69	35%	93	47%	32	16%	6	3%	0	0%	0	0%	200	100%
Donor agencies	20	10%	71	36%	74	37%	35	18%	0	0%	0	0%	200	100%
The local government	15	8%	96	48%	68	34%	21	11%	0	0%	0	0%	200	100%
The provincial government	15	8%	93	47%	69	35%	23	12%	0	0%	0	0%	200	100%
The Afghanistan national government	25	13%	84	42%	70	35%	21	11%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	167	84%
Did not know	33	17%
Provided wrong name	0	0%
Total	200	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	189	95%	9	5%	2	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	193	97%	5	3%	1	1%	0	0%	0	0%	199	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial	158	79%	28	14%	14	7%	0	0%	0	0%	200	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...												
	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
government												
In Afghanistan as a whole	160	80%	30	15%	10	5%	0	0%	0	0%	200	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?																
	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	1	1%	1	1%	11	6%	170	85%	17	9%	0	0%	0	0%	200	100%
Customs office	1	1%	2	1%	1	1%	65	33%	131	66%	0	0%	0	0%	200	100%
Afghan National Police	0	0%	3	2%	13	7%	156	78%	28	14%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	2	1%	152	76%	46	23%	0	0%	0	0%	200	100%
Judiciary / courts	4	2%	23	12%	21	11%	127	64%	25	13%	0	0%	0	0%	200	100%
State electricity supply	1	1%	2	1%	3	2%	150	75%	44	22%	0	0%	0	0%	200	100%
Public healthcare service	0	0%	3	2%	16	8%	155	78%	26	13%	0	0%	0	0%	200	100%
When applying for a job	0	0%	4	2%	14	7%	154	77%	27	14%	0	0%	0	0%	199	100%
Admissions to schools/ university	0	0%	2	1%	7	4%	160	80%	30	15%	0	0%	0	0%	199	100%
To receive official documents	1	1%	5	3%	12	6%	157	79%	24	12%	0	0%	0	0%	199	100%

Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?
--

	Number	Percent
Yes	178	89%
No	17	9%
Don't know	5	3%
Refused	0	0%
Total	200	100%

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

	Number	Percent
Yes	178	89%
No	20	10%
Don't know	2	1%
Refused	0	0%
Total	200	100%

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	92	46%
Agree somewhat	75	38%
Disagree somewhat	12	6%
Strongly disagree	21	11%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	62	31%
Agree somewhat	79	40%
Disagree somewhat	18	9%
Strongly disagree	41	21%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	6	3%
18-30 years old	64	32%
31-40 years old	46	23%

Q42 How old were you on your last birthday?		
	Number	Percent of households
41-50 years old	45	23%
51-60 years old	19	10%
61 or more years old	17	9%
Total	197	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	133	67%
Retired	8	4%
Housewife	13	7%
Student	16	8%
Unemployed	25	13%
Other	4	2%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?		
	Number	Percent of households
Never went to school	64	32%
Primary School, incomplete (classes 1 to 5)	16	8%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	17	9%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	58	29%
University education or above	14	7%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?		
	Number	Percent of households

Q45 Are you married or single?		
	Number	Percent of households
Single	29	15%
Married	169	85%
Widower/ Widow	2	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	1	1%
1-5 people	10	5%
6-10 people	100	50%
10-20 people	76	38%
21 or more people	13	7%
Total	200	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	62	31%
Own	137	69%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	139	70%
No	61	31%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	139	70%
1,000 Afn or less per month	2	1%
1,001-2,000 Afn per month	13	7%
2,001-3,000 Afn per month	13	7%
3,001-4,000 Afn per month	10	5%
4,001-5,000 Afn per month	9	5%
5,001-7,500 Afn per month	13	7%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
7,501 or more Afn per month	1	1%
Total	200	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	17	9%
2,001 - 3,000 Afs	13	7%
3,001 - 5,000 Afs	34	17%
5,001 - 10,000 Afs	53	27%
10,001 - 15,000 Afs	46	23%
15,001 - 20,000 Afs	17	9%
20,001 - 25,000 Afs	13	7%
25,001 - 40,000 Afs	3	2%
more then 40,000 Afs	3	2%
Refused	0	0%
Don't know	1	1%
Total	200	100%

Q51 Gender		
	Number	Percent of households
Male	194	97%
Female	6	3%
Total	200	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages.

This survey is intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

2010 Sample Sizes			
City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150

2010 Sample Sizes			
City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

¹ The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

² Due to safety concerns it was not possible to interview residents in Parun in 2010

To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-

ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.

PART TWO: INTERNAL SURVEY PULI ALAM CITY



September 20, 2010

INDEX OF TABLES

TABLE 1: ASSESSMENT AREAS, INTERVIEWERS AND INTERVIEWEES	66
TABLE 2: MUNICIPAL REFERENCE AND PLANNING DOCUMENTS.....	67
TABLE 3: MUNICIPAL EMPLOYEES	68
TABLE 4: FREQUENCY OF EVENTS.....	68
TABLE 5: PROVINCIAL PARTNERS	69
TABLE 6: PUBLIC SERVICES PROVIDED BY MUNICIPALITY	69
TABLE 7: METHODS FOR RECEIVING AND HANDLING COMPLAINTS	69
TABLE 8: FINANCIAL MANAGEMENT DOCUMENTS	70
TABLE 9: FINANCIAL MANAGEMENT SYSTEMS.....	70
TABLE 10: FINANCIAL MANAGEMENT EMPLOYEES	70
TABLE 11: FINANCIAL MANAGEMENT OFFICE: PHYSICAL RESOURCES	71
TABLE 12: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS	72
TABLE 13: REVENUE ENHANCEMENT DEPARTMENT SYSTEMS.....	72
TABLE 14: REVENUE ENHANCEMENT DEPARTMENT EMPLOYEES	73
TABLE 15: REVENUE COLLECTION FREQUENCY AND METHOD	73
TABLE 16: REVENUE COLLECTION SOURCES.....	73
TABLE 17: REVENUE ENHANCEMENT OFFICE: PHYSICAL RESOURCES	74
TABLE 18: PUBLIC WORKS MANAGEMENT AND DOCUMENTATION	75
TABLE 19: PUBLIC WORKS INFORMATION SYSTEMS	76
TABLE 20: PUBLIC WORKS EMPLOYEES.....	76
TABLE 21: PUBLIC WORKS ACTIVITIES AND RESOURCES	76
TABLE 22: PUBLIC WORKS INVENTORY	76
TABLE 23: PUBLIC WORKS OFFICE: PHYSICAL RESOURCES.....	77

Annexes:

- Survey Instruments
- Samples

PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY

The purpose of the internal survey is to establish a simplified baseline measurement of the performance of municipal administrations, focusing on the four municipal management functions: financial management, planning and development (including economic development), public works, and revenue enhancement. The internal survey results included below serve to capture the *current status* of municipal operations, which can then be used to document and measure progress, as well as identify priority areas require technical and/or material assistance.

The internal survey results are not intended to provide detailed, granular analysis or narrative detail on *how* municipalities currently operate; rather, it is a starting point to identify priority areas requiring interventions, and determining the main entry points for technical assistance.

As RAMP UP continues in its development of Municipal Improvement Plans, RAMP UP, through its municipal team leaders and embedded staff, will use the survey results to delve deeper into the specific capacities of municipal personnel and to diagnose structural reforms and changes in core practices required to improve the delivery of essential services. The survey results will contribute to:

- Defining the training and capacity-building needs of municipal staff in the four target functions, which will be incorporated into the municipal improvement plans (MIPs).
- Identifying existing capacities and gaps related to providing services in accordance with municipal mandates
- Developing recommendations for restructuring municipal departments and systems to be incorporated into the Service Delivery Improvement Plan.
- Provide data on a municipality's current assets (basic inventory)
- Explain existing practices related to revenue generation, revenue collections and public expenditure management.

The survey was conducted by municipal department heads supported by their respective Embedded Advisors. Embedded Advisors, in turn, were supported by subject area experts from the RAMP UP main office in Kabul.

METHODOLOGY

In August, 2010, RAMP UP East staff developed the first draft of the internal assessment instrument, as well as a timeline for its deployment. The instrument was vetted with IDLG and USAID, and then field tested in Charikar. Following the field test, RAMP UP staff, including embedded advisors, were trained on how to use the instrument.

A team of interviewers from RAMP UP east then visited Puli Alam in September 2010 to assess the capacity of the municipality. The internal survey team was lead by the Puli Alam municipal team leader and public finance, economic development and public works embedded advisors.

The internal survey team was introduced to the staff of the municipality by the provincial team leader in presence of RAMP-UP staff. The objectives of baseline survey were then explained to the participating municipal staff by the internal survey team leader .

The internal survey team leader interviewed the mayor / deputy mayor while embedded advisors worked with their relevant department heads and municipal staff, following a brief introduction of the survey. The surveyors then began asking questions and requesting relevant attachments and documents.

The completed questionnaires, along with all attachments, were taken back to Kabul for final data entry and analysis.

Table 1: Assessment Areas, Interviewers and Interviewees

Assessment Area	Interviewer	Name of person interviewed	Title of person interviewed	Date of interview
General	Jawed Shafiq	M. Hasham Hussainkhel	Mayor	Sep, 20, 2010
Financial Management	Abdul Majid	Abdul Wakil	Head of Finance Department	Sep, 20, 2010
Planning and Economic Development	Saif-u-Rahman Samim	Eng. Mir Ahmad Roshan	Staff member of the Engineering Department	Sep, 20, 2010
Revenue Enhancement	Abdul Majid	Alhaj Mohammad Azim	Head of Revenue Department	Sep, 20, 2010
Public Works	Jawad Khan	Gulab Shah	Head of Procurement Department	Sep, 20, 2010

This report outlines the municipality's current capacities in each of the four functional areas (Financial Management, Planning and Economic Development, Revenue Enhancement, and Public Works), as well as providing an overview of municipal capacity as of September, 2010. For each functional area, an inventory of reference documents, staff and infrastructure were taken. The detailed results are presented below.

A. GENERAL INFORMATION

The following table reflects responses questions asked to mayor and deputy mayor related to basic, overarching topics of municipal administration and management.

Table 2: Municipal Reference and Planning Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have the IDLG terms of reference for your municipality?	Yes	No
Do you have a City Master Plan?	Yes	No
Do you have a Municipal profile?	Yes	No
Do you have a Municipal organization chart?	Yes	No
Do all municipal staff members have a written job description?	Yes	Yes
Do you have work plans for different municipal functional areas?	Yes	Yes
Do you have a copy of the Provincial Development Plan (PDP)?	Yes	No
Do you have a list of donors that have assisted your municipality?	No	No
Do you have a list of city council members?	Yes	Yes
If it is meeting, are council meeting minutes being kept?	Yes	Yes
Do you have a copy of the Current Municipal Law?	No	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	No	No

The below table reflects the self-reported numbers of municipal employees, in conjunction with the IDLG-approved staffing list (*Tashkeel*).

Table 3: Municipal Employees

Type	Total Number	Filled by men	Filled by women	Not filled
As reported on Tashkeel	25	25	0	0
Reported Contract position	38	38	0	0
Council members*	45	45	0	

*Council members are neighborhood representatives (Naheya).

The below table contains the municipality's response to the question(s) related to how frequently each type of communication or meeting occurs.

Table 4: Frequency of Events

Type	Weekly	Monthly	Quarterly	Annually
How frequently does the City Council meet?		x		
How frequently do you communicate with IDLG/DMA?		x		

The below table provides the municipality's responses to the open ended question: "With which other provincial line ministry directorates do you coordinate your activities? Please list them and the activities that you coordinate with them:"

Table 5: Provincial Partners

Provincial line ministry directorate	Municipality coordinates with?	Type of activities (as reported by municipality)
PD of Economy	Yes	Development planning
PD of Agriculture and livestock	Yes	Assistance in “greening” of the city.
PD of Rural Rehabilitation and Development	Yes	Monitoring and Evaluation
PD of Police	Yes	Taxation compliance
PD of National Security	Yes	Securing project sites that are implemented by the municipality
Governor Office	Yes	Administrative and financial oversight
PD of Public Works	Yes	Technical matters
PD of Environmental Protection	Yes	Collaboration on some projects that have a link with city cleanliness
PD of Public Health	Yes	Public health monitoring and evaluation
PD of Emergency Response	Yes	Emergencies and disasters in urban area
PD of Disaster Management	Yes	Mayor is the member of this committee

The following table illustrates responses to the following question: “Is the municipality involved in providing the following public services?”

Table 6: Public Services Provided by Municipality

Service type	Yes, all	Yes, some	Not provided by municipality
Waste Water/ Sanitation		X	

The below indicates responses to the question: “Do you have a mechanism to receive and handle complaints from citizens? If yes, how do you receive and handle complaints?”

Table 7: Methods for Receiving and Handling Complaints

<ul style="list-style-type: none"> ▪ No proper system is in place.

B. FINANCIAL MANAGEMENT

The below tables (8 and 9) summarize the municipality's responses to basic questions regarding financial management and budgeting.

Table 8: Financial Management Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a budget for the current year?	Yes	Yes
Does the municipality have a copy of actual revenues and expenditures for the past two years?	Yes	No
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	No

Table 9: Financial Management Systems

Type of Document	Manual	Computerized
Is your accounting/budget system manual or computerized?	Yes	No
Do you have a systematic filing system? If so, is it manual or computerized?	Yes	No

Table 10: Financial Management Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	2	2	0	0
Contract position	0	0	0	0

Table 11: Financial Management Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space	X		
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	3 hours		

C. PLANNING AND ECONOMIC DEVELOPMENT

There is no Planning and Economic Department in Puli Alam Municipality, but a local economic development plan has been prepared.

D. REVENUE ENHANCEMENT

The below tables (12 and 13) summarize the municipality's responses to basic questions regarding revenue enhancement and economic development.

Table 12: Revenue Enhancement Department Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a list of Municipal owned property (buildings & land)?	Yes	Copy attached to RAMP UP – East Internal Survey
Do you have a list of revenue sources and how much is collected in each?	Yes	Copy attached to Internal Survey
Are you forecasting revenues?	Yes	No
Do you have standard written procedures for collecting revenues?	Yes	No
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	No
Do you have a procedure manual for revenue collection?	No	No
Do you have a list of Municipal owned property (buildings & land)?	Manual	

The below table indicates the municipality's response to the questions: "Do you have a systematic filing system?" and if so, is it "Manual or Computerized?"

Table 13: Revenue Enhancement Department Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	
Revenue system	Yes	

Table 14: Revenue Enhancement Department Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	6	6	0	0
Contract position	0			

The below table provides responses to the question: “How often do you collect revenues?”

Table 15: Revenue Collection Frequency and Method

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection			X		

The below table summarizes the municipality’s reported collections by revenue source/type:

Table 16: Revenue Collection Sources

Physical Resource	Collected?	Copy of revenue statement	Number of registered licenses	Annual amount (Afs)	Municipal Estimate of Potential Revenues (Afs)
Property Registration Fees	Yes	Yes			
Safayi taxes	No	No			
Business license Fees	Yes	Yes	81	192,337	200,000

Table 17: Revenue Enhancement Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space			X
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available		3 hours	

E. PUBLIC WORKS

The below table summarizes the municipality's responses to questions related to public works and service delivery.

Table 18: Public Works Management and Documentation

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do Public Works activities include "Planning"? – determining future projects and accompanying costs. (If yes, please share a copy of a planning document.)	Yes	Yes
Do Public Works activities include "Scheduling"? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	Yes
Do Public Works activities include "monitoring"? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	Yes	Yes
Do Public Works activities include "Maintenance"? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	Yes	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	Yes	Yes
Do you have a trash collection plan? (if so, please share)	Yes	Yes
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	Yes	Yes
Do you have a regular maintenance schedule for vehicles, tools and equipment?	Yes	Not applicable

Table 19: Public Works Information Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No

Table 20: Public Works Employees

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	3	3	0	0
Tashkeel	3	3	0	0
Contract position	36	36	0	0

Table 21: Public Works Activities and Resources

	Yes/No
Do you conduct regular road maintenance?	No
Do you conduct regular public parks maintenance	Yes
Does an operations and maintenance facility exist?	No
Do you have a designated dump site?	Yes
If you have a dumpsite, is it a landfill?	Yes

The below table includes responses to the following question: “What Public Works assets does the municipality have?”

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/ driver
Dump truck	4	NA	Municipality	Yes	NA	NA
Water Tankers	2	NA	Municipality	Yes	NA	NA
Corolla	1	NA	Municipality	Yes	NA	NA
Motor Cycle	10	NA	Municipality	Yes	NA	NA
Truck	2	NA	Municipality	Yes	NA	NA
Land cruiser	1	NA	Municipality	No	NA	NA

Tractor	1	NA	Municipality	Yes	NA	NA
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Table 23: Public Works Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space	X		
Desks and chairs		X	
Computers		X	
Public works software		X	
Network for office computers		X	
Internet access	X		
Number of hours each day that power is available	3 hours		